

COMMUNITY SERVICES BLOCK GRANT STATE PLAN

for

FFY 2012

submitted by



DELAWARE HEALTH AND SOCIAL SERVICES (DHSS)

DIVISION OF STATE SERVICE CENTERS (DSSC)

OFFICE OF COMMUNITY SERVICES (OCS)

to the

U. S. DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS)

ADMINISTRATION FOR CHILDREN AND FAMILIES (ACF)

OFFICE OF COMMUNITY SERVICES (OCS)

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**STATE OF DELAWARE
2012 COMMUNITY SERVICES BLOCK GRANT (CSBG)
STATE PLAN**

III. EXECUTIVE SUMMARY

A. CSBG State Legislation

The State of Delaware has no state legislation that pertains specifically to the Community Services Block Grant (CSBG).

B. Designation of Lead State Agency to Administer the CSBG Program

Governor Jack Markell's letter designating the agency responsible for administering the CSBG for the State of Delaware is **Appendix A**. The lead agency designated to administer the CSBG is the Office of Community Services (OCS) within the Division of State Service Centers (DSSC), Department of Health and Social Services (DHSS). **Appendix A** also delegates authority to the Secretary of DHSS or his designee to sign assurances and certifications for the CSBG. **Appendix A1** delegates authority to the Director of the Division of State Service Centers, as the Secretary's designee. State of Delaware contacts for the CSBG are included with the Letter of Transmittal (Section II, page ii).

C. Public Hearing Requirements

(1) Public Hearing

A Public Hearing was held to review and receive comment on August 10, 2011 at the University of Delaware's Paradee Building in Dover, the state capital. Legal notice of the public hearing was published by Delaware Independent Newspapers, Inc as well as the News Journal on August 7, and 8, 2011. The public hearing notice was also sent to list serves maintained by the United Way of Delaware, the Delaware State Housing Authority, and the Delaware Housing Coalition. See **Appendix B** for documentation of the hearing.

(2) Legislative Hearing

A legislative public hearing was held for the second year of the 2010-2011 CSBG State Plan on October 26, 2011, at 10:00 a.m. in the Joint Finance Committee Conference Room at Legislative Hall, Dover, Delaware. Documentation of that hearing is included as **Appendix B1**. **The Delaware State Clearinghouse Committee (DSCC) will hold a legislative public hearing in October, 2011, for the 2012 CSBG State Plan at Legislative Hall in Dover. Documentation of that hearing will be provided when it is available, as Appendix B2.**

The Delaware State Clearinghouse Committee holds public hearings on behalf of the Delaware General Assembly in compliance with provisions of Title 29, Chapter 76, Section 7604, as amended, Delaware Code. The Clearinghouse Committee's review and approval of each CSBG State Plan is mandatory in order to authorize the expenditure of federal funds received through any grant award. Therefore, although the CSBG Act only mandates a legislative public hearing once every three years, Delaware will hold one at least every other year in conjunction with each two-year CSBG State Plan.

(3) Public Inspection of State Plan

Copies of the CSBG State Plan will be available at the hearing, and also available for review after August 21, 2011, at the State's fifteen State Service Center locations, First State Community Action Agency's three office locations, and the Division's central office in the Charles H. Debnam Building, Herman M. Holloway, Sr. Health and Social Services Administrative Campus, 1901 N. DuPont Highway, New Castle, DE, 19720. Delaware's 2012 CSBG State Plan will also be put on the State's website, www.dhss.delaware.gov/dssc in September for at least sixty days. Since Delaware will not utilize 2012 CSBG funds until the second quarter of the next calendar year, there will be time to amend the plan should public comment or other factors warrant.

IV. STATEMENT OF FEDERAL AND CSBG ASSURANCES

As part of the annual or biannual application and plan required by Section 676 of the Community Services Block Grant Act, as amended, (42 U.S. C. 9901 *et seq.*) (The Act), the designee of the chief executive of the State hereby agrees to the Assurances in Section 676 of the Act -

A. Programmatic Assurances

(1) Funds made available through this grant or allotment will be used:

- (a) To support activities that are designed to assist low-income families and individuals, including families and individuals receiving assistance under part A of title IV of the Social Security Act (42 U.S.C. 601 *et seq.*), homeless families and individuals, migrant or seasonal farm workers, and elderly low-income individuals and families to enable the families and individuals to:
 - (i) remove obstacles and solve problems that block the achievement of self-sufficiency (including self-sufficiency for families and individuals who are attempting to transition off a State program carried out under part A of title IV of the Social Security Act);
 - (ii) secure and retain meaningful employment;
 - (iii) attain an adequate education, with particular attention toward improving literacy skills of low-income families in the communities involved, which may include carrying out family literacy initiatives;

- (iv) make better use of available income;
 - (v) obtain and maintain adequate housing and a suitable living environment;
 - (vi) obtain emergency assistance through loans, grants, or other means to meet immediate and urgent family and individual needs; and
 - (vii) achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to document best practices based on successful grassroots intervention in urban areas, to develop methodologies for widespread replication; and strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;
 - (b) To address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime, and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime, such as programs for the establishment of violence-free zones that would involve youth development and intervention models (such as models involving youth mediation, youth mentoring, life skill training, job creation, and entrepreneurship programs); and after-school child care programs; and
 - (c) To make more effective use of, and to coordinate with, other programs (including State welfare reform efforts). [676(b)(1)]
- (2) To describe how the State intends to use discretionary funds made available from the remainder of the grant or allotment described in Section 675C(b) of the Act in accordance with the community services block grant program, including a description of how the State will support innovative community and neighborhood-based initiatives related to the purposes of the community services block grant program; [676(b)(2)]
- (3) To provide information provided by eligible entities in the State, including:
- (a) a description of the service delivery system, for services provided or coordinated with funds made available through grants made under Section 675C(a) of the Act, targeted to low-income individuals and families in communities within the State;
 - (b) a description of how linkages will be developed to fill identified gaps in services, through the provision of information, referrals, case management, and follow-up consultations;
 - (c) a description of how funds made available through grants made under Section 675(a) will be coordinated with other public and private resources; and,

- (d) a description of how local entities will use the funds to support innovative community and neighborhood-based initiatives related to the purposes of the community services block grant, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting.[676(b)(3)]
- (4) To ensure that eligible entities in the State will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods, and related services, as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals. [676(b)(4)]
- (5) That the State and the eligible entities in the State will coordinate, and establish linkages between, governmental and other social services programs to assure the effective delivery of such services to low-income individuals and to avoid duplication of such services, and State and the eligible entities will coordinate the provision of employment and training activities in the State and in communities with entities providing activities through statewide and local workforce investment systems under the Workforce Investment Act of 1998; [676(b)(5)]
- (6) To ensure coordination between antipoverty programs in each community in the State, and ensure, where appropriate, that emergency energy crisis intervention programs under title XXVI (relating to low-income home energy assistance) are conducted in such communities. [676(b)(6)]
- (7) To permit and cooperate with Federal investigations undertaken in accordance with section 678D of the Act. [676(b)(7)]
- (8) That any eligible entity in the State that received funding in the previous fiscal year through a community services block grant under the community services block grant program will not have its funding terminated under this subtitle, or reduced below the proportional share of funding the entity received in the previous fiscal year unless, after providing notice and an opportunity for a hearing on the record, the State determines that cause exists for such termination or such reduction, subject to review by the Secretary as provided in Section 678C(b) of the Act.[676(b)(8)]
- (9) That the State and eligible entities in the State will, to the maximum extent possible, coordinate programs with and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the State, including religious organizations, charitable groups, and community organizations.[676(b)(9)]
- (10) To require each eligible entity in the State to establish procedures under which a low-income individual, community organization, or religious organization, or representative of low-income individuals that considers its organization, or low-income individuals, to be inadequately represented on the board (or other mechanism) of the eligible entity to petition for adequate representation. [676(b)(10)]
- (11) To secure from each eligible entity in the State, as a condition to receipt of funding, a community action plan (which shall be submitted to the Secretary, at the request of the Secretary, with the State plan) that includes a community-needs assessment for the community served, which may be coordinated with community-needs assessments conducted for other programs; [676(b)(11)]

- (12) That the State and all eligible entities in the State will, not later than fiscal year 2001, participate in the Results Oriented Management and Accountability System, another performance measure system for which the Secretary facilitated development pursuant to Section 678E(b) of the Act.[676(b)(12)]
- (13) To provide information describing how the State will carry out these assurances. [676(b)(13)] **(This is the Narrative CSBG State Plan)**

B. Administrative Assurances

The State further agrees to the following, as required under the Act:

- (1) To submit an application to the Secretary containing information and provisions that describe the programs for which assistance is sought under the community services block grant program prepared in accordance with and containing the information described in Section 676 of the Act.[675A(b)]
- (2) To use not less than 90 percent of the funds made available to the State by the Secretary under Section 675A or 675B of the Act to make grants to eligible entities for the stated purposes of the community services block grant program and to make such funds available to eligible entities for obligation during the fiscal year and the succeeding fiscal year, subject to the provisions regarding recapture and redistribution of unobligated funds outlined below. [675C(a)(1) and (2)]
- (3) In the event that the State elects to recapture and redistribute funds to an eligible entity through a grant made under Section 675C(a)(1) when unobligated funds exceed 20 percent of the amount so distributed to such eligible entity for such fiscal year, the State agrees to redistribute recaptured funds to an eligible entity, or require the original recipient of the funds to redistribute the funds to a private, nonprofit organization, located within the community served by the original recipient of the funds, for activities consistent with the purposes of the community services block grant program. [675C (a)(3)]
- (4) To spend no more than the greater of \$55,000 or 5 percent of its grant received under Section 675A or the State allotment received under Section 675B for administrative expenses, including monitoring activities.[675C(b)(2)]
- (5) In states with a charity tax credit in effect under state law, the State agrees to comply with the requirements and limitations specified in Section 675(c) regarding use of funds for statewide activities to provide charity tax credits to qualified charities whose predominant activity is the provision of direct services within the United States to individuals and families whose annual incomes generally do not exceed 185 percent of the poverty line in order to prevent or alleviate poverty among such individuals and families.[675(c)]

- (6) That the lead agency will hold at least one hearing in the State with sufficient time and statewide distribution of notice of such hearing, to provide to the public an opportunity to comment on the proposed use and distribution of funds to be provided through the grant or allotment under Section 675A or '675B for the period covered by the State plan.[676(a)(2)(B)]
- (7) That the chief executive officer of the State will designate, an appropriate State agency for purposes of carrying out State community services block grant program activities. [676(a)(1)]
- (8) To hold as least one legislative hearing every three years in conjunction with the development of the State plan. [676(a)(3)]
- (9) To make available for the public inspection each plan or revised State plan in such a manner as will facilitate review of and comment on the plan.[676(e)(2)]
- (10) To conduct the following reviews of eligible entities:
 - (a) full onsite review of each such entity at least once during each three-year period;
 - (b) an onsite review of each newly designated entity immediately after the completion of the first year in which such entity receives funds through the community services block grant program;]
 - (c) follow-up reviews including prompt return visits to eligible entities, and their programs, that fail to meet the goals, standards, and requirements established by the State;
 - (d) other reviews as appropriate, including reviews of entities with programs that have had other Federal, State or local grants (other than assistance provided under the community services block grant program) terminated for cause. [678B(a)]
- (11) In the event that the State determines that an eligible entity fails to comply with the terms of an agreement or the State plan, to provide services under the community services block grant program or to meet appropriate standards, goals, and other requirements established by the State (including performance objectives), the State will comply with the requirements outlined in Section 678C of the Act, to:
 - (a) inform the entity of the deficiency to be corrected;
 - (b) require the entity to correct the deficiency;
 - (c) offer training and technical assistance as appropriate to help correct the deficiency, and submit to the Secretary a report describing the training and technical assistance offered or stating the reasons for determining that training and technical assistance are not appropriate;

- (d) at the discretion of the State, offer the eligible entity an opportunity to develop and implement, within 60 days after being informed of the deficiency, a quality improvement plan and to either approve the proposed plan or specify reasons why the proposed plan cannot be approved;
 - (e) after providing adequate notice and an opportunity for a hearing, initiate proceedings to terminate the designation of or reduce the funding to the eligible entity unless the entity corrects the deficiency.[678(C)(a)]
- (12) To establish fiscal controls, procedures, audits and inspections, as required under Sections 678D(a)(1) and 678D(a)(2) of the Act.
 - (13) To repay to the United States amounts found not to have been expended in accordance with the Act, or the Secretary may offset such amounts against any other amount to which the State is or may become entitled under the community services block grant program. [678D(a)(3)]
 - (14) To participate, by October 1, 2001, and ensure that all-eligible entities in the State participate in the Results-Oriented Management and Accountability (ROMA) System [678E(a)(1)].
 - (15) To prepare and submit to the Secretary an annual report on the measured performance of the State and its eligible entities, as described under 67SE(a)(2) of the Act.
 - (16) To comply with the prohibition against use of community services block grant funds for the purchase or improvement of land, or the purchase, construction, or permanent improvement (other than low-cost residential weatherization or other energy-related home repairs) of any building or other facility, as described in Section 678F(a) of the Act.
 - (17) To ensure that programs assisted by community services block grant funds shall not be carried out in a manner involving the use of program funds, the provision of services, or the employment or assignment of personnel in a manner supporting or resulting in the identification of such programs with any partisan or nonpartisan political activity or any political activity associated with a candidate, or contending faction or group, in an election for public or party office; any activity to provide voters or prospective voters with transportation to the polls or similar assistance with any such election, or any voter registration activity. [678F(b)]
 - (18) To ensure that no person shall, on the basis of race, color, national origin or sex be excluded from participation in, be denied the benefits of, or be subjected to discrimination under, any program or activity funded in whole or in part with community services block grant program funds. Any prohibition against discrimination on the basis of age under the Age Discrimination Act of 1975 (42 U.S.C. 6101 et seq.) or with respect to another wise qualified individual with a disability as provided in Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 12131 et seq.) shall also apply to any such program or activity. (678F(c))
 - (19) Section 679. Operational Rule.

a) Religious Organizations Included as Nongovernmental Providers---For any program carried out by the Federal Government, or by a State or local government under this subtitle, the government shall consider, on the same basis as other non-governmental organizations, religious organizations to provide the assistance under the program, so long as the program is implemented in a manner consistent with the Establishment Clause of the first amendment of the Constitution. Neither the Federal Government nor a State or local government receiving funds under this subtitle shall discriminate against an organization that provides assistance under, or applies to provide assistance under, this subtitle, on the basis that the organization has a religious character.

b) Religious Character and Independence.

(1) In General.---A religious organization that provides assistance under a program described in subsection (a) shall retain its religious character and control over the definition, development, practice and expression of its religious beliefs.

(2) Additional Safeguards.---Neither the Federal Government nor a State or a local government shall require a religious organization---

(A) to alter its form of internal governance, except (for purposes of administration of the community services block grant program) as provided under Section 678B; or

(B) to remove religious art, icons, scripture or other symbols; in order to be eligible to provide assistance under a program described in subsection (a).

(3) Employment Practices: A religious organization's exemption provided under section 702 of the Civil Rights Act of 1964 (42 U.S.C. 2000e-1) regarding employment practices shall not be affected by its participation in, or receipt of funds from, program described in subsection (a).

c) Limitations on Use of Funds for Certain Purposes.---

No funds provided directly to a religious organization to provide assistance under any program described in subsection (a) shall be expended for sectarian worship, instruction, or proselytization.

d) Fiscal Accountability.---

(1) In General.---Except as provided in paragraph (2), any religious organization providing assistance under any program described in subsection (a) shall be subject to the same regulations as other nongovernmental organizations to account in accord with generally accepted accounting principles for the use of such funds provided under such programs.

(2) Limited Audit.---Such organization shall segregate governmental funds provided under such program into a separate account. Only the government funds shall be subject to audit by the government.

e) Treatment of Eligible Entities and Other Intermediate Organizations.---

If an eligible entity or other organization (referred to in this subsection as an 'intermediate organization'), acting under a contract, or grant or other agreement, with the Federal Government or a State or local government, is given the authority under the contract or agreement to select nongovernmental organizations to provide assistance under the programs described in subsection (a), the intermediate organization shall have the same duties under this section as the government.

C. Other Administrative Certifications

The State also certifies the following:

- (1) To provide assurances that cost and accounting standards of the Office of Management and Budget (OMB Circular A-110 and A-122) shall apply to a recipient of community services block grant program funds.
- (2) To comply with the requirements of Public Law 103-227, Part C Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994, which requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18 if the services are funded by a Federal grant, contract, loan or loan guarantee.. The State further agrees that it will require the language of this certification be included in any subawards, which contain provisions for children's services and that all subgrantees shall certify accordingly.

Anne Farley, Director	Date
Division of State Service Centers, Delaware Health and Social Services	
Designated Lead Agency	

V. THE NARRATIVE STATE PLAN

A. Administrative Structure

(1) State Administrative Agency

The State of Delaware's Department of Health and Social Services (DHSS), Division of State Services Centers (DSSC), Office of Community Services (OCS), has been designated by Governor Jack Markell as the lead state agency to administer the Community Services Block Grant (CSBG) and the Low-Income Home Energy Assistance Program (LIHEAP). See **Appendix A**.

DHSS' Mission:

To improve the quality of life for Delaware's citizens by promoting health and well-being, fostering self sufficiency, and protecting vulnerable populations.

DHSS' Vision Statement:

Together we provide quality services as we create a better future for the people of Delaware.

The Department's priorities:

- Maximize personal and family independence
- Be a self correcting organization working to retool to keep pace with changing client needs and a changing service delivery environment

DHSS' Goals:

- Be customer service focused.
- Be driven by a shared vision.
- Communicate effectively both internally and externally.
- Live its beliefs and principles and management principles.
- Function as an integrated organization which partners with outside organizations to improve the quality of services provided to our clients.

DSSC's Mission:

To provide convenient access to human services, assist vulnerable populations, support communities, and promote volunteer and service opportunities. The Division of State Service Centers (DSSC) is one of the Department's twelve divisions.

DSSC's Goals:

- Target and provide services and resources to those individuals and families in greatest need.
- Effectively use public and private resources to mitigate the causes and conditions of poverty in Delaware.
- Effectively promote high quality service to the State Office of Volunteerism's customers through communication, information sharing, the identification and creation of volunteer opportunities, and customer satisfaction feedback.

- Increase access to information regarding services via effective communication networks and increased technological capacity.

DCCS's goals, objectives, and strategies are further described as follows:

Issue Statement #1:

Nearly one in four families in Delaware (22%) is low-income (defined as at or below 200% of poverty). Many of these families are, at one time or another challenged to meet basic needs. DSSC seeks to ensure the health, safety, and well-being of individuals and families by providing emergency services directly, as well as by ensuring that the services provided through state service centers support the needs of at-risk individuals and families.

Goal:

- Target and provide services and resources to individuals and families in greatest need.

Key Objective(s):

- To ensure access to services provided by the agencies located in State Service Centers to low-income individuals and families.
- To ensure that every state service center offers a core group of services that respond to the most fundamental needs of our clients.
- To achieve a client satisfaction level of 93% or above by FY 2011.
- To help provide clean, safe, and secure facilities for both clients and staff.

Strategic Initiatives / Activities:

- Determine services that constitute the baseline, or core group, of services to be provided at each state service center.
- Use the capabilities of Delaware Helpline and relevant Internet sites to identify unmet needs.
- Develop partnerships and resources that address causes and/or conditions of poverty for specific low-income populations.

Performance Measure(s):

- Number of client visits to state service centers (goal was 461,650 projected for FY 2011; actual 738,154. Goal for FY12 750,000.
- Percent of clients satisfied (The client satisfaction survey is conducted every 2 -3 years)

Monitoring / Evaluation Plan:

- Annual report of core services delivered at each state service center
- Quarterly statistics of client visits to state service centers
- Client satisfaction surveys conducted every 2 – 3 years

Issue statement # 2:

Low-income families are very vulnerable to unexpected events and circumstances that compromise their ability to maintain their self-sufficiency. Often, support in times of crisis or in one area of family life will ensure that families preserve their independence.

Goal:

- Effectively use public and private resources to mitigate the causes and conditions of poverty in Delaware.

Key objective(s):

- To serve 175,000+ clients through Division services by FY 2012.
- Provide emergency food at state service center and community-based food distribution sites.
- To provide targeted support for populations with special needs.
- To continue the development of partnerships with community-based or faith-based organizations.
- To maintain high standards of service delivery by addressing unmet client needs within 24 hours.

Strategic initiatives / activities:

- Reduce the impacts of poverty by providing crisis alleviation, when needed, including assistance with food, rent, housing, medical needs, and energy costs.
- Address gaps in traditional services through assistance such as family visitation, adopt-a-family, Low Income Home Energy assistance, and others.
- Provide appropriate support for populations with special needs, such as temporarily homeless individuals and families, and the unique needs of volunteers.

Performance measure(s):

- Number of clients served by Division services
- Number of times households accessed emergency food at state service center and community-based food distribution sites

Monitoring / evaluation plan:

- Quarterly analysis of program and financial reports

Issue statement # 3

16. The State Office of Volunteerism (SOV) epitomizes the ability to “give back” to the community. SOV assists individuals and organizations with opportunities to do so, tracks volunteer activity, and administers national service and volunteer programs.

Goal:

- Effectively promote high quality service to the State Office of Volunteerism’s customers through communication, information-sharing, the identification and creation of volunteer opportunities, and customer satisfaction feedback.

Key objective(s):

- To achieve the number of volunteers participating in SOV programs as stipulated by federal guidelines or program experience.
- To achieve a level of 775,000 volunteer hours contributed through SOV programs by 2012.

- To maintain the number of volunteers in the Foster Grandparents program as required by the federal grant.
- To ensure that the percentage of male volunteers in the Foster Grandparents program is at least 5% of the total.
- To help expand the portfolio of national service programs in Delaware by FY 2012.
- To complete the development of a statewide media message and publicity campaign regarding volunteerism by FY 2012.

Strategic initiatives / activities:

- Coordinate a baseline survey of community-based organization and non-profit volunteers, volunteer hours, and volunteer service type.
- Conduct outreach initiatives to promote the availability and societal rewards of volunteerism.
- Develop and conduct a media campaign for volunteerism with the involvement of the DHSS Communications Director and the Delaware Commission for Community and Volunteer Service.

Performance measure(s):

- Number of volunteers in SOV programs
- Number of volunteer hours provided through SOV programs
- Number of foster grandparents
- Number of male foster grandparents

Monitoring / evaluation plan:

- Annual monitoring of volunteer recruitment
- Annual Corporation for National and Community Service (CNCS) report of national service and volunteerism

Issue statement #4:

17. In order for those in need of health and human services to access programs and services to meet their needs, information regarding those services must be easily accessible. With the growing use of the Internet, increasing numbers of people seek information of all kinds through technological means. The Division seeks to disseminate information as widely as possible through effective technological, as well as traditional, means.

Goal:

- Increase access to information regarding services via effective communication networks and increased technological capacity.

Key objective(s):

- To monitor the percentage of clients who were informed of state service centers through the Delaware Helpline and through social service agencies.
- To promote the use of various Division websites, such as the VolunteerDelaware.org.
- To provide information to the community about DSSC and other human service providers in Delaware.
- To help enable linkages between the DSSC websites, non-profit agencies, and other stakeholders.

Strategic initiatives / activities:

- Improve DSSC website in compliance with evolving Department and state guidelines.
- Monitor the use of Division webpages.
- Release the *Directory of Human Services in Delaware* on-line (done in 2009) and update annually.
- Increase the number and types of venues for sharing information about state service centers and other human service providers in Delaware.

Performance measure(s):

- Percent of clients informed of state service centers through the Delaware Helpline
- Percent of clients informed of state service centers by social service agencies

Monitoring / evaluation plan:

- Client satisfaction surveys conducted every 2-3 years
- Monitoring of hits to Division webpages

The Division has two offices:

The Office of Volunteer Services administers:

- Americorps
- Foster Grandparents
- Retired Senior Volunteer Program
- Adopt-a-Family
- The Volunteer Link.

The Office of Community Services directly administers:

- The Community Services Block Grant (CSBG)
- The Low-Income Home Energy Assistance Program (LIHEAP)
- Emergency Housing Assistance Fund, donations solicited on Delaware State income tax forms
- Adopt A Family
- State funds for non-profits that operate Emergency and transitional housing programs
- State "Community Food" funds, including those contracted to the Food Bank of Delaware to supplement supplies for food closets throughout the state
- Other Special General Fund Projects, such as support for community services in the City of Harrington in Kent County.

The mission of the Office of Community Services is to enable Delaware's low-income citizens and communities to access opportunities and services that will improve their living conditions and promote their potential to live healthy and self-sustaining lives. To that end, the Office's strategic plan has the following goals, key objectives and performance measures:

Goals:

- Low-income people become more economically self-sufficient.
- Low-income communities are revitalized.

- Low-income people own a stake in their communities.
- Delawareans, including low-income, vulnerable people, know how to access needed services.
- Public and private resources are leveraged and coordinated to increase opportunities for low-income individuals, families and communities.
- Hispanics, and others for whom English is a second language, have a political voice.

Key objective (s):

- To administer public and private funds in accordance with federal and state laws to achieve the above goals.
- Create new opportunities that are in tune with the changing needs and assets of low-income communities, individuals and families.
- Articulate problems and possible solutions of Hispanics and other minority populations.

Strategic initiatives / activities:

- Administer the following funding sources in accordance with federal and state laws, and with the ability to measure and articulate results:
 - Community Services Block Grant (CSBG)
 - State Community Food Program
 - Low-Income Home Energy Assistance Program (LIHEAP)
 - Adopt A Family (AAF)
 - Delmarva Power Utility Fund
 - Emergency and Transitional Housing (E/T)
 - Emergency Housing Assistance Fund (EHAF)
- Coordinate and leverage other public and private resources to promote OCS goals.
- Promote the agenda of the Governor's Advisory Council on Hispanic Affairs.

Performance measure (s):

- All federal grant applications are submitted on time and grant requirements are met.
- Competitions for funds are conducted in accordance with DHSS policies and procedures and are results oriented.
- Contracts with service providers are negotiated, approved and monitored.
- Federal and state monitors/auditors have no negative findings.
- Outcomes of services provided through OCS contracts.
- Number of public and private partnerships that lead to enhanced or new services for low-income populations.

Monitoring / evaluation plans:

- Analyze program and financial reports from contractors on a monthly or quarterly basis, as applicable.
- Conduct programmatic and financial monitoring of all federally funded contractors on site annually and compare reports submitted with agency source documents.

- Conduct programmatic and financial monitoring of state funded contractors in accordance with a schedule; all new contractors within the first six months.
- Constructively assist contractors to improve performance or accountability through recommendations in written monitoring reports.
- Collect data that enables an annual report on outcomes.

(2) Eligible Entities

Delaware has one statewide community action agency that is eligible to receive funds directly from the state. First State Community Action Agency was designated on May 18, 1994, by then Governor Thomas R. Carper as the eligible entity in Delaware to receive CSBG funds. First State, which was incorporated in 1966 as Sussex County Community Action Agency, amended its incorporation papers and changed its board structure to serve all of Delaware's counties as a statewide entity. It has offices and sites in all three counties, but is based in Georgetown, Sussex County. It's website is: www.firststatecaa.org. First State's office locations are:

First State Community Action Agency

Sussex County

Stanford L. Bratton Building
P.O. Box 877
308 N. Railroad Avenue
Georgetown, DE 19947
Phone: 302-856-7761
800-372-2240
Fax: 302-856-2599

Kent County

Blue Hen Corporate Center
655 Bay Road, Suite J4
Dover, DE 19901
Phone: 302-674-1355
Fax: 302-674-5229

New Castle County

c/o Rosehill Community Center
19 Lambson Lane, Room 8
New Castle, DE 19720
Phone: 302-498-0454
Fax: 302-575-1409

Since becoming a statewide community action agency in 1994, First State has subcontracted with nonprofits in Kent and New Castle Counties to provide comprehensive case management services to Delaware's low-income populations, including those in subsidized, transitional, and emergency housing. First State conducts a Request for Proposals for case management services annually. Subcontractor's partner to provide comprehensive case management services to help low-income persons develop and implement action plans to become economically viable. Information about partnering agencies is available on the First State's website. Subcontractors are listed in **Appendix C**, pages 3 and 4. First State's subcontractors are provide case management services to persons in New Castle County and Kent County.

First State has seven service categories: Community Based Programs (After School Based Program); Community Development (Identified low-income unincorporated communities through the state); Employment and Training Programs (Adult Culinary Training, Student-Now Were Cooking Culinary Training Program, Senior Companions Program and Senior Community Service Employment Program); Family Resource Development (Comprehensive Case Management, Promoting Safe and Stable Families, Emergency Services-Food and Utility and Medical crisis relief, Career Closet); Housing Counseling (Default, Reverse Mortgage, First Time Buyers Programs, Credit Counseling, Financial Literacy, etc.); Transportation (Medical Transportation Services); and Weatherization. Please refer to First State's website for detail of services provided in specific counties.

(3) Distribution and Allocation of Funds

(a) Planned Distribution of Funds for 2012

Delaware will distribute its CSBG allocations for 2012 in accordance with the percentages shown below. **Dollar figures below are based upon federal fiscal year (FFY) 2011 allocation amounts.**

\$3,507,970.00	CSBG Allocation to Delaware (100%)
175,398.50	State Administration (5%)
175,398.50	State Discretionary Program (5%)
\$3,157,173.00	for Eligible Entities (90%)

Ninety percent (90%) of CSBG funds will be allocated to First State Community Action Agency.

B. Description of Criteria and Distribution Formula

Allocations to Eligible Entities

One hundred percent (100%) of the 90% of funds designated by the CSBG Act for "eligible entities" are contracted to First State Community Action Agency, Delaware's only statewide community action agency, so designated by former Governor Thomas R. Carper on May 18, 1994.

Limitations on Funding

- **Services Only – No purchase or improvement of land, buildings, homes**

Funding is limited to services, and may not be used for the purchase or improvement of land, or the purchase, construction, or permanent improvement (other than low-cost residential weatherization or other energy related home repairs) of any building or facility. The State may request a waiver of this limitation from the Secretary of DHHS if there are extraordinary circumstances that justify the purchase of land or the construction of or permanent improvement of facilities. Delaware has never had occasion to request such a waiver. In general, it is easier to get one time capital improvement money than it is to receive ongoing operating support. Therefore, no waivers to this provision have been requested at any level.

- **No Political Activities or Voter Registration or Transportation or Lobbying**

CSBG funds may not be used in any manner that would identify programs with any partisan or nonpartisan political activity or any political activity associated with a candidate, or contending faction or group, in an election for public or party office. CSBG funds may not be used for any voter registration activity or to provide voters or prospective voters with transportation to the polls or similar assistance in connection with any election. See **Appendix D** regarding lobbying.

- **No Religious Proselytization or Discrimination**

CSBG funds may not be used for sectarian worship, instruction, or proselytization. CSBG funds may not be used for any programs that discriminate on the basis of race, color, national origin, or sex. Programs supported by the CSBG must also comply with the Age Discrimination Act of 1975 (42 U.S.C. 6101 et seq.), section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) and title II of the Americans with Disabilities Act of 1990 (42 U.S.C. 12131 et seq.).

- **No Smoking Provisions**

In accordance with Part C of Public Law 103-227, the “Pro-Kids Act of 1994,” smoking may not be permitted in any portion of any indoor facility owned or regularly used for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs directly or through State or local governments. Federal programs include grants, cooperative agreements, loans and loan guarantees, and contracts. The law does not apply to children’s services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portion of facilities used for inpatient drug and alcohol treatment.

The above language must be included in any sub awards that contain provisions for children’s services and all subgrantees must certify compliance accordingly. Failure to comply with the provisions of this law may result in the imposition of a civil monetary penalty of up to \$1,000 per day.

- **No Debarred or Suspended Organizations**

No organization may participate in CSBG projects in any capacity or be a recipient of Federal funds designated for such projects if the organization has been debarred or suspended or otherwise found to be ineligible for participation in Federal assistance programs under Executive Order 12549, "Debarment and Suspension" (see 45 CFR 92.35). States must include a similar term and/or condition for all sub-awards or contracts awarded under this program. Prior to issuing subawards or contracts under this grant, the State must consult the ineligible parties list to ensure that organizations under funding consideration are not ineligible. The list is available on the Web at <http://www.epls.gov>.

- **Maintain a Drug-Free Workplace**

See **Appendix E** for certification requirements.

OMB Circulars

Nonprofits recipients and subrecipients are subject to the cost principles in OMB Circular A-122; educational institution subrecipients are subject to those in OMB Circular A-21; and commercial organization vendors or subcontractors are subject to the cost principles in 48 CFR Part 31.

States must ensure that organizations expending more than \$500,000 or more in Federal awards during the organization's fiscal year have an audit in compliance with the requirements of OMB Circular A-133.

Limitations are referenced in Appendix A (Divisional and Federal Requirements) of the contract and/or included in "Contract Assurances" that are appended to CSBG funded contracts between any party and the Department of Health and Social Services in the State of Delaware. Limitations flow through to any subcontractors that First State Community Action Agency may have.

Procedures for Carry-over Balances

States may recapture and redistribute funds distributed to an eligible entity that are unobligated at the end of a fiscal year if such unobligated funds exceed 20 percent of the amount distributed to the eligible entity. States must redistribute such funds to an eligible entity, or require the original recipient of the funds to redistribute the funds to a private, nonprofit organization, located within the community served by the original recipient of the funds, for activities consistent with the purposes of the CSBG Act.

For the last several years, the State has contracted for thirteen month periods, in which the final month of one contract overlaps with the beginning month of the next. This procedure has served to enable any balance of funds to be completely expended by the extra month, thereby avoiding contract amendments for the purpose of adding carry over monies.

In 2012, the State intends to revert back to a 12 month State fiscal year contract (July 1-June 30th). If there is any carry over funding at the end of the twelfth month of a contract that is budgeted on the basis of twelve months, the state will require the eligible entity to submit a logic model that includes a project goal, budget, services, outputs, and outcomes that are in accordance with the Programmatic Assurance A.1. Upon approval of a revised logic model for existing programs, or a new logic model for a new program, an amendment to the eligible entity's contract will be done to expend the balance of funds prior to the end of federal spending authority.

The State tracks contract expenditures and balances through review of monthly financial expenditure reports submitted by all contractors by mid-month for the preceding month.

C. Description of Distribution and Use of Restricted Funds

First State Community Action Agency will receive 100% of the 90% of CSBG funds that states must provide to eligible entities, which will be spent in accordance with a community action plan and budget that is proposed and negotiated annually with the state OCS. The community action plan has measures under all six CSBG National Goals endorsed by the federal OCS.

First State uses CSBG funds to wholly or partially provide the following direct services in Kent and/or Sussex Counties:

- Community Development, including community action planning, prioritizing, and resource leveraging with low-income communities;
- Crisis Assistance
- Family Resource Development/ Case Management to help participants to develop and implement personal action plans for economic viability
- Housing Counseling for purchase, rental, mortgage default, etc.
- Financial Literacy
- Earned Income Tax Credit (EITC) outreach and tax preparation
- La Casita Outreach Center services to Hispanics
- Transportation for youth after school, summer programs, and special events, such as "Give a Kid a Smile" dental services.

First State uses CSBG funds for administrative services that include client intake, data management, secretarial and receptionist support, procurement and finance, personnel, preparation of reports and proposals, and contracts administration. All programs provided by First State, whether directly funded by CSBG or not, are supported by the CSBG's support of agency management. Programs funded by other sources, but benefiting from CSBG overhead and/or direct staff support currently include:

- Community Based Programs
- After school collaborations with school districts
- La Casita Learning Center for Hispanic children
- Senior Community Service Employment Program
- Senior Companion Program
- Weatherization Assistance Program
- Delaware Prevention Network
- Water/Waste Water Development
- Promoting Safe and Stable Families
- Culinary Arts for High School Students
- Adult Culinary Training
- Transportation for Medical Needs
- LIHEAP Program

Former Governor Tom Carper's emphasis on the "Strong Communities Initiative", which targeted communities in census tracts that ranked high for social and economic indicators of poverty in unincorporated areas of Kent and Sussex Counties, was a major factor in the selection of targeted communities.

In New Castle County, most CSBG funds have been provided to subcontractors for case management services to low-income residents of subsidized or transitional housing. In the spring of 2011, as was done in prior years, First State CAA issued a Request for Proposals to provide case management services to low-income populations defined by applicants in New Castle and Kent Counties. Applicants described the need that their target population had to develop and implement personal action plans to achieve economic viability.

Proposals were evaluated by a committee composed of First State board members and others. Evaluation criteria included the applicant's track record with successful case management outcomes, strategies for participant recruitment, retention, measuring milestones and outcomes, cost benefit, and wrap around services provided to participants. United Way of Delaware's application format, which requires agencies to complete a program "Logic Model", was utilized by First State with United Way's permission. All subcontractors agree to track progress using First State's criteria and reporting processes, and all meet for orientation and subsequent trainings throughout the year.

First State's board and the State CSBG Program Manager require before and after logic models for all of First State's internal programs. In the event of future funding reductions, the board will determine its program priorities by evaluating logic model reports, which describe each program's budget (inputs), services, outputs and outcomes. CSBG recipients and services as of August 2011 are described in **Appendix C**.

Appendix C also indicates that First State provides \$129,000 in Community Services Block Grant (CSBG) funds to support the operation of emergency and transitional housing programs, as mandated by the Joint Finance Committee of the Delaware General Assembly. The Delaware State Clearinghouse Committee, which reviews the CSBG State Plan on behalf of the Delaware General Assembly, approves the State Plan contingent upon First State providing this amount for emergency and/or transitional housing operations. First State's Executive Director notified the Director of the Division of State Service Centers that First State's board of directors had voted to allow the Department of Health and Social Services/Division of State Service Centers/ Office of Community Services to administer these funds in coordination with state emergency and transitional shelter operations in state fiscal year 2012.

Recapture and Redistribution of Funds

There has never been an instance in which 20% or more of CSBG funds allocated were not expended. Therefore, there has never been an instance where funds have been recaptured and redistributed. If the amount of carry over funding exceeds 20%, the State will either require the eligible entity to follow the procedure for carry over balances, or require the eligible entity to redistribute the funds to a private, nonprofit organization, located within the community served by the original recipient of the funds for activities consistent with Programmatic Assurance A.1. Approval of a logic model, which includes a proposed budget (inputs), services, outputs, and outcomes would also be required of any sub-recipient.

D. Description of Distribution and Use of Discretionary Funds

CSBG legislation is directed at removing the obstacles and solving the problems that prevent people from becoming self-sufficient. The goal is to have a measurable and potentially major impact on causes of poverty in the community while helping families and individuals achieve self-sufficiency. No more than 5% of the State's CSBG allocation may be used for supporting activities consistent with the purposes of the CSBG Act. Such "discretionary program" activities as detailed in the statute may include:

- Providing training and technical assistance to entities;
- Coordinating state-operated or locally operated programs and services targeted to low-income children and families with services provided by eligible entities and other organizations funded under the CSBG Act;
- Detailing appropriate employees of State or local agencies to entities funded under this subtitle, to ensure increased access to services provided by such State and local agencies;
- Supporting statewide coordination and communication among eligible entities;
- Analyzing the distribution of funds made available within the State to determine if such funds have been targeted to the areas of greatest need;
- Supporting asset building programs for low-income individuals;
- Supporting innovative programs and activities conducted by community action agencies or other neighborhood-based organizations to eliminate poverty, promote self sufficiency, and promote community revitalization;
- Supporting State charity tax credits;
- Other activities that meet the purposes of the CSBG Act.

In keeping with the purpose of the act, and the aforementioned mandated activities, the State of Delaware's CSBG Discretionary program intends to use 2012 discretionary funds to support and complement the work being done by governmental and or community agencies to alleviate poverty for Delaware's citizens. Funding will supplement projects targeting and helping low income individuals achieve self sufficiency. Priority will be given to grassroots activities that help build a bridge and create strong linkages between governmental services and community based services. It is important to note that the State's intention with this funding is to support and promote independence on the part of agencies and program participants. Therefore a new focus of this funding will be short-term (1-3 years) mini grants or partial seed project funding; agencies are therefore encouraged to seek out other sources of support to aid in project sustainability. If funding allows, the following is a breakdown of potential discretionary fund use in 2012:

1. **Training and Technical Assistance:** Training for eligible entity/nonprofit staff, state staff, and or community leaders to build agency capacity and or better accomplish goals with clients in low-income communities. Current training and technical assistance needs identified through program monitoring, T&TA surveys, CSBG supported staff and partnering community groups include:
 - Quality customer service
 - Board governance
 - Computer training
 - Results Oriented Management and Assessment (ROMA)
 - Research & information relating to poverty issues within the State

2. **Coordination of Services:** Coordination between state–operated, locally operated programs and eligible entity services targeted to low-income children and families:
 - Assessing service gaps, overlaps and opportunities through facilitated community forums. The goal is to create increases in service capacity, create efficient service delivery, develop joint projects to leverage new funding, facilitate information exchange, and identify community needs.
3. **Targeting of Funds:** Analyzing the distribution of funds made available within the State to determine if such funds have been targeted to the areas of greatest need.
 - Work with First State Community Action Agency in analyzing the results of their 2011 community needs assessment – to determine service gaps and develop action steps.
4. **Supporting Innovative Programs by CAA's & Neighborhood Based Organizations:** Geographically targeted or statewide initiatives/projects that address populations disproportionately impacted by poverty in innovative ways.
 - Projects should focus on improving living conditions for those in poverty, promoting self sufficiency and ownership, building partnerships among providers of services and promoting community revitalization.
 - Priority will be given to projects requesting seed money for initiatives that have the potential to be self-sustaining in their efforts to combat unmet needs among the low-income (CSBG funds cannot be used as matching funds for other funding sources, per federal law).
 - Where funding allows, community grants that address one or more priorities identified by strategic planning processes that take place in low-income communities may be rewarded with tangible resources to carry out their priorities. While CAA staff provide some services and help to leverage resources, some CSBG discretionary funds may be set aside for community priorities that will make a tangible difference and are allowable under the CSBG Act. It is hoped that such communities might apply for resources from First State CAA in the future.
5. **Asset Building Programs for Low-income Individuals:** DSSC has supported and if funding allows may continue to support the following asset building, family development and self-sufficiency programs/initiatives serving low-income individuals; the goal is for these initiatives to leverage other community resources and become self-sustaining.
 - **Financial Empowerment Centers:** The Delaware Financial Empowerment Partnership is a strategy to provide economically disadvantaged Delawareans with an ally and a toolkit to navigate the challenges leading to personal financial security. At the core of this partnership is the development of Financial Empowerment Centers in State Service Centers throughout Delaware to increase access to services that can propel families onto the path of economic advancement. The Financial Empowerment Centers will offer a diverse package of programs and services designed to increase the capacity of Delawareans to understand and manage their finances with the goal of increasing their current financial stability as well as their future economic opportunities.

The Financial Empowerment Centers will transform the State Service Centers into a resource that provides a comprehensive continuum of services that addresses not only the financial emergencies faced by many Delawareans but also fosters their ability to become financially secure. The two founding partners of this unique non-profit and government partnership are the United Way of Delaware (UWD) and the State of Delaware Department of Health and Social Services.

- **Neighborhood House Inc:** This agency has provided housing counseling with CSBG discretionary funds since February, 2001 as part of an ongoing effort to maintain services for low-income residents in what has become New Castle County's fastest growing area - Middletown-Odessa-Townsend area. Since the housing market has become increasingly unaffordable for low-income people, CSBG is also supporting food and financial assistance at this location. Rental and mortgage delinquency counseling is a growing service. Outcomes to date merit continuation of these services.
- **Hispanic Immigrant Services:** As the administrative home for the Governor's Advisory Council on Hispanic Affairs (GACHA), DSSC is involved in assessing the special needs of Hispanic immigrants in our state. The Council's Annual Report for 2008, identifies education, social justice, health disparities and economic development as priorities for the coming year. The Hispanic population in Delaware has increased dramatically. Census figures show that the total Hispanic population in Delaware has doubled since 2000. Current estimates place the Hispanic population at more than 57,000, which represents 6.5% of the state's total population. Along with CSBG funded services provided by First State, CSBG discretionary funds have funded the following:
 - **La Esperanza, Inc:** Since 2000, CSBG discretionary funds have helped to support La Esperanza, an organization begun in 1997 by local Episcopalian and Catholic leaders in Georgetown, Sussex County, to meet the needs of Hispanic immigrants. La Esperanza currently receives CSBG support for a "Family Development Coordinator" to provide access to community support services for those persons who lack money, health insurance, transportation, or proficiency in English. Program service statistics bear out the need for these services. CSBG support for this organization's work with this population may continue, as long as sufficient discretionary funding is available.
 - **Aspira of Delaware, Inc:** In 2010, CSBG discretionary funds supported the development of Aspira Clubs – after school programs targeting Hispanic high school students. By December 2010 nine ASPIRA clubs had been successfully serving 175 students in 2 counties and 4 school districts. 30 students enrolled for postsecondary education for fall 2010 and 35 for Fall 2011. The following were some of the activities conducted under the Aspira clubs:
 - Facilitation of the ASPIRA Youth Development Curriculum during the school year.
 - Providing college selection & application guidance.
 - Providing bilingual hands-on guidance to complete FAFSA.
 - Providing financial planning & coaching for Hispanic families of college bound students.
 - Collaborating with the Governor's Advisory Council on Hispanic Affairs (GACHA) and the Department of Education (DOE).

6. **Addressing Service Gaps:** Addressing current service gaps identified by the DSSC or other state agencies that meet the purposes of the CSBG act:
- CSBG discretionary funds will continue to be used to stock service center food closets from the Food Bank of Delaware. Statistics indicate an increase in demand and the continuing need for these services.
 - Discretionary funds may be used to conduct and address problems identified in formal evaluations of service center services. Examples include:
 - Replacing outmoded computers for front line staff that need to be able to access client and resource referral information in order to provide effective service.
 - Coordination of DSSC volunteer services that target low-income individuals.

E. Description of Use of Administrative Funds

No more than the greater of \$55,000 or 5% of the State's allocation may be used for administrative expenses, including monitoring activities.

CSBG Administrative funds (5%) will support:

- One Social Services Administrator, who manages the CSBG program in Delaware
- 25% of one Administrative Specialist II, who provides secretarial support
- 25% of one Senior Social Services Administrator, who will be responsible for overseeing the Office of Community Services.
- Related other employment costs for the above positions
- Related state, departmental, and divisional indirect cost rates for the above positions.
- Travel in state and for out of state national or regional conferences and trainings sponsored by the National Association for State Community Services Programs or similar organizations.
- State audit and personnel charges
- Postage, printing, telephone, and association and conference fees
- Office and computer supplies; subscriptions
- Contracted services to help to monitor and evaluate CSBG services.

F. State Community Services Program Implementation

(1) Program Overview

(a) The Service Delivery System

Specific services offered by First State include:

1. **Adult Culinary Training** - a new training program for 20 persons with specific measures for employment results upon completion and after 90 days.

2. **Career Closet** - A donated clothing program specializing in business attire open to the public; includes a voucher program for low-income persons referred by TANF for clothing.
3. **Community Based Programs** – homework, tutorial, and summer enrichment programs at low-income community sites and at First State's Georgetown sites in partnership with several Sussex County school districts.
4. **Community Development** - assisting rural, unincorporated, impoverished communities with organizing; leadership development; conducting and analyzing needs assessments; developing strategic plans; proposal writing and leveraging, and administering resources to implement community priorities. First State currently works in eight communities in Sussex County and five in Kent County.
5. **Comprehensive Case Management/Family Resource Development** - assisting families to become economically viable, by developing and implementing action plans to address obstacles related to employment, education, housing, transportation, and health. First State provides these services through its own staff and through seven non-profit partners.
6. **All Stars Program / Delaware Prevention Network** – a family focused alcohol, tobacco, and drug prevention program targeting youth ages 8-15 and their parents. Provides structured athletic, nutritional, after school and summer day camp and communication programs.
7. **Crisis Intervention / Assistance** – providing financial assistance for mortgage, rent, utilities and medical prescriptions to qualifying persons.
8. **Emergency Food** - providing emergency food for an average size family of four for three days. Provided in Georgetown, Sussex County.
9. **Financial Literacy** – providing training in how to accumulate financial assets.
10. **Housing Counseling** - comprehensive counseling service to prospective first-time home buyers which includes explanation of various mortgage programs and options; financial analysis; credit counseling; budgeting and financial management; preparation for down payment and closing costs; assistance with selection of land, existing properties, contractors, Realtors, and lawyers; and explanation of home ownership rights and responsibilities. Offered in Georgetown, Sussex County; Dover, Kent County; and New Castle and Middletown, New Castle County.
11. **La Casita Learning Center** - providing after school tutoring and homework help for Hispanic and other low-income children in Georgetown, Sussex County.
12. **La Casita Outreach Center** – providing life skills assistance to immigrants with language and other barriers to assimilate in Georgetown, Sussex County.
13. **"Now We're Cooking!"** - Culinary arts training for high school youth in partnership with local school districts, at a facility with a full size institutional kitchen, which opened in the fall of 2000 in Georgetown, Delaware.

14. **Promoting Safe and Stable Families Program** - designed to strengthen families and children in rural low-income communities in Kent County and Sussex County. First State has also been awarded a grant to serve New Castle County communities for the first time in 2006-07.
15. **Senior Community Employment Services Program** - provides subsidized part-time community service assignments to low-income persons age 55 and older. The program provides supportive services as well as work experience and training which help to re-establish job skills and improve employment prospects for participants. Federally funded through the Division of Aging and Adults with Disabilities.
16. **Senior Companion Program** - senior citizens age 60 or over are placed with other seniors or disabled individuals to provide person-to-person non-medical support. Senior Companions provide assistance with grocery shopping; meal preparation; transportation; and light duty housework.
17. **Transportation** – providing medical and family counseling transportation; after school and summer enrichment program transportation for youth; fixing donated vehicles for persons recommended by Family Resource Coordinators for the “Cars for Careers” program; pick up food to stock food pantry.
18. **Weatherization Program** - households who qualify for the Delaware Low-Income Home Energy Assistance/Fuel Assistance Program are eligible for the Weatherization Program. The program is designed to help decrease winter energy bills through installation of energy conservation measures which may include: attic insulation, sidewall insulation, caulking, glass window replacement, storm windows, weatherstripping, storm doors, skirting, roof coating, and inside storm panels. First State administers the program in Kent and Sussex Counties.
19. **LIHEAP Summer Cooling Program** –The Summer Cooling Program provides air conditioners to income-eligible households in the State of Delaware

(b) Linkages

First State will coordinate with the Division of State Service Centers, which operates a service delivery system for benefits enrollment activities in fifteen locations throughout Delaware. Both organizations will make service referrals as appropriate. Service center locations are:

Appoquinimink State Service Centers
122 Silverlake Road
Middletown, DE 19709

Serves Delaware City, Middletown, Odessa, Port Penn, St. Georges and Townsend in Southern New Castle County.

Belvedere State Service Center

310 Kiamensi Road

Wilmington, DE 19804

Serves Newport-Belvedere, Elsmere and Marshallton areas and some of Wilmington 19805 zipcode.

Bridgeville State Service Center

400 Mill Street

Bridgeville, DE 19933

Serves the Bridgeville area of Sussex County.

Claymont State Service Center

3301 Green Street

Claymont, DE 19703

Serves the Claymont area in Northeastern New Castle County, and is co-located with the Claymont Community Center, which provides a variety of programming to local residents.

Delawarr State Service Center

500 Rodgers Road

New Castle, DE 19720

Serves Central New Castle County and South Wilmington
Georgetown State Service Center

Georgetown State Service Center

546 S. Bedford Street

Georgetown, DE 19947

Serves Sussex County, particularly in and around Georgetown
Includes Retired Senior Volunteer Program (RSVP) services and the Department of Corrections' Division of Probation and Parole

Floyd I. Hudson State Service Center

501 Ogletown Road

Newark, DE 19711

Serves Southern and Western New Castle County

Laurel State Service Center

440 North Poplar Street

Laurel, DE 19956

Serves Southern Seaford, Laurel, and Delmar. Includes Delaware State Courts' Office of the Public Guardian

Milford State Service Center

The Annex Building

13 W. Front Street

Milford, DE 19963

Serves Southern Kent County and Northern Sussex County

Includes services from the Division for the Visually Impaired and the Division of Services for Aging and Adults with Physical Disabilities

Northeast State Service Center

1624 Jessup Street
Wilmington, DE 19802
Serves Wilmington

Winder L. Porter State Service Center

509 W. 8th Street
Wilmington, DE 19801
Serves Wilmington

Edward L. Pyle State Service Center

34314 Pyle Center Road
Frankford, DE 19945
Serves Southern Sussex County

Anna P. Shipley State Service Center

350 Virginia Avenue
Seaford, DE 19973
Serves Seaford area

Smyrna State Service Center

200 S. DuPont Boulevard
Suite 101
Smyrna, DE 19977
Serves Smyrna and nearby communities

James W. Williams State Service Center

805 River Road
Dover, DE 19901
Serves Kent County

Centers provide the following services: Emergency assistance, including emergency shelter, emergency food, teen vouchers, utility assistance, Kinship Care Program, Needy Family Fund, Diabetes & Medical fund; Community Resource Assistance Services in collaboration with surrounding churches, nonprofits, and businesses; Low-Income Home Energy Assistance Program, Weatherization, and furnace replacement referrals; Foster Grandparent Program; Retired Senior Volunteer Program (RSVP); Family Visitation Program; and services offered by the Division of Social Services, such as Temporary Assistance to Needy Families (TANF) and Supplemental Nutritional Assistance Program (SNAP, formerly Food Stamps); the Division of Medicaid and Medical Assistance, such as Medicaid; the Division of Public Health, such as Well Baby Clinics, and Sexually Transmitted Disease (STD) Clinics; the Division of Substance Abuse and Mental Health; the Department of Labor's Division of Vocational Rehabilitation; the Department for Children, Youth, and Their Families' Division of Youth Rehabilitative Services and the Division of Family Services.

Coordination and linkages are ongoing through monthly meetings that rotate among target community sites, which are attended by service center staff, First State staff, and community residents. Participation, communication, and follow up is particularly good with the Delaware State Police in communities that have strong resident leadership.

All programs carried out by First State and its subcontractors make constant use of public and private organizations and resources to carry out their services. The Delaware HELPLINE, a toll free telephone services that links people to the resources they need, is available now also on the web. It is used by virtually all human service staff, and especially those who do case management work. The State's Human Services Directory, which forms the basis for the HELPLINE's data base, is also available on the web at www.dhss.delaware.gov/dhss/dssc/files/2009_hsdirectory.pdf.

Bernice Edwards, the Executive Director of First State Community Action Agency, also creates linkages on a personal level with her service on numerous councils, committees, and boards. Mrs. Edwards serves on the Governor's Commission on Community and Volunteer Service, the Human Relations Commission, Equal Employment Opportunity Council, the Neighborhood Reinvestment Advisory Council, the Housing Capacity Building Committee and the National Federation of Housing Counselors and the Cape Henlopen Minority Advisory Committee. She also serves as a board member on the Delaware Federation of Housing Counselors, Georgetown Chamber of Commerce, Dr. Martin Luther King Celebration Organization of Sussex County, Sunshine Circle Club, Milton Lions Club, and the Georgetown-Millsboro Rotary Club.

Partnership measures, including the outcomes for low-income people that result from them, are described in community action plans (Contract Work Plans) for First State CAA, and are described under "Programmatic Assurances" (Section G).

(c) Coordination with Other Public and Private Resources

First State has been very successful over the past thirty years in leveraging CSBG funds with other public and private resources. The CSBG funds support First State's core management and many of its direct services, particularly case management, crisis assistance, community organizing and development work with low-income communities, and La Casita services to immigrants. The CSBG provides management and accountability support for the following funding sources and programs. Examples of programs supported by other funding sources are provided in parenthesis.

Federal

1. U.S. Department of Health and Human Services (Creating Lasting Families Connection and Safe and Stable Families administered by the Department of Services for Children, Youth, and Families)
2. U.S. Department of Labor (Senior Community Service Employment; Certified Computer Specialist; Native American Program; Summer Youth Program)
3. U.S. Department of Agriculture (IDA Financial Literacy)
4. U.S. Corporation for National Service (Senior Companion Program)
5. U.S. Department of Energy (Weatherization Assistance Program through the state Office of Community Services)

6. U.S. Department of Justice (Drug Free Community Support Program through the Department of Services for Children, Youth and Families)
7. U.S. Environmental Protection Agency (OCS Rural Community Facilities Development Grant)
8. U.S. Department of Housing and Urban Development (Housing Counseling)

State

1. DART – First State (medical transportation)
2. Department of Corrections
3. Department of Education
4. Delaware Health and Social Services
 - a. Division of State Service Centers
 - b. Office of Community Services (CSBG and Weatherization)
 - c. Office of Volunteerism (Senior Companion match requirement)
 - d. Division of Social Services (Cars for Careers)
 - e. Division of Public Health
 - f. Division of Aging & Adults with Physical Disabilities (Senior Community Services Employment Program)
5. Office of the Controller General (Grant-In-Aid)
6. Office of the Bank Commissioner
7. Delaware Development Office
8. Delaware Department of Services to Children, Youth, and Their Families (Creating Lasting Family Connections; Safe and Stable Families)
9. Delaware State Housing Authority (Move to Work Program)
10. Delaware State Human Relations Commission
11. Delaware State University
12. Delaware Technical & Community College
13. Delaware Workforce Investment Board (Certified Computer Repair Technician Training)
14. Delaware School Districts (Cape Henlopen, Indian River, Laurel, Seaford)
15. University of Delaware

Local Government

1. New Castle County Department of Community Services
2. Sussex County Council
3. Town of Georgetown

Private

1. American Lung Association
2. Artisans' Bank
3. Bay Health Medical Center
4. Beebe Medical Center
5. Citizens Bank
6. Carl Freeman Foundation
7. Community Bank
8. Cooperative Mortgage
9. Delaware Community Foundation
10. Delaware Community Reinvestment Act Council

11. Delaware Electric Cooperative
12. Delmarva Power
13. Delaware National Bank
14. DE Federation of Housing Counselors
15. Discover Financial Services
16. Fannie Mae Foundation
17. Fellowship Health Resources, Inc.
18. GMAC Bank
19. Jilk Charity Foundation
20. JP Morgan Chase Foundation
21. Laffey McHugh Foundation
22. Logisticare
23. Metropolitan Wilmington Urban League
24. Nemours Health and Prevention Services
25. Perdue
26. PNC Bank DE
27. Southeast Rural Community Assistance Project
28. Speer Trust
29. United Way of Delaware
30. Verizon Foundation
31. Wilmington Trust
32. Board members and other private individuals

Faith-Based

1. Georgetown Presbyterian Church
2. Community Outreach Prevention Education
3. Calvary Baptist Church
4. Georgetown Aid Society
5. The Pentecostal Church of God of Lincoln, Inc.
6. Friendship Baptist Church
7. Interdenominational Ministerial Alliance
8. First Pilgrim Baptist Church
9. Lewes/Rehoboth Association of Churches
10. Crossroads Christian Church

In general, the banks and foundations are involved in supporting community development and housing counseling work. The faith-based organizations provide mainly financial support for crisis assistance.

First State's subcontractors receive support from federal, state, local, and private (including faith based) organizations, in addition to private individual donations to support their overall operations. The CSBG is not critical to the survival of these organizations, but it provides resources for staff and related costs that are critical to maintaining comprehensive case management and/or health services to low-income, sometimes homeless, persons throughout the state.

First State uses regular CSBG funds to wholly or partially provide the following direct services in Kent and/or Sussex Counties:

- Community Development, including community action planning, prioritizing, and resource leveraging with low-income communities;
- Crisis Assistance
- Family Resource Development/ Case Management to help participants to develop and implement personal action plans for economic viability
- Housing Counseling for purchase, rental, mortgage default, etc.
- Financial Literacy
- Earned Income Tax Credit outreach and tax preparation
- La Casita Outreach Center services to Hispanics
- Life Skills and Small Business Advocacy
- Transportation for youth after school, summer programs, and special events, such as “Give a Kid a Smile” dental services.

First State uses CSBG funds for administrative services that include client intake, data management, secretarial and receptionist support, procurement and finance, personnel, preparation of reports and proposals, and contracts administration. All programs provided by First State, whether directly funded by CSBG or not, are supported by the CSBG’s support of agency management. Programs funded by other sources, but benefiting from CSBG overhead and/or direct staff support currently include:

- Community Based Programs
 - After school collaborations with school districts
 - La Casita Learning Center for Hispanic children
- Senior Community Service Employment Program
- Senior Companion Program
- Weatherization Assistance Program
- Delaware Prevention Network/Creating Lasting Families
- Water/Waste Water Development
- Promoting Safe and Stable Families
- Culinary Arts for High School Students
- Transportation for Medical Needs

(d) Innovative Community and Neighborhood Based Initiatives

First State CAA will continue to conduct needs and asset assessments, demographic assessments, strategic planning, and implementation of strategic plan priorities with communities targeted and communities that request such services. Priorities developed by those communities are pursued through community civic association and leadership efforts with the assistance of First State staff and proposal writers.

First State will continue to provide family oriented services through the Safe and Stable Families administered by the Office of Prevention, Division of Family Services, Department of Services for Children, Youth, and their Families.

First State is involved with the Head Start Collaboration Project. Head Start families are welcome to take advantage of comprehensive case management, housing counseling, financial literacy, transportation, and crisis assistance programs offered by First State and its subcontractors throughout the state.

(2) Community Needs Assessments

The following describes the manner in which the state of Delaware will comply with the following assurance in section 676(b)(11) of the CSBG Act: *The State will secure from each eligible entity in the State, as a condition to receipt of funding by the entity, a community action plan (which shall be submitted to the Secretary, at the request of the Secretary, with the State plan) that includes a community-needs assessment for the community served, which may be coordinated with community-needs assessments conducted for other programs.*

A funding letter is sent at least 45 days prior to the end of the current CSBG contract that requires updates on agency certification requirements, such as A-133 audit, annual report, and Board roster, and a description of and rationale for changes desired for the coming year. A program questionnaire is included which requires needs assessment information for each program that is to be included in First State's community action plan. A budget with itemized back up, is also required. Through negotiations, these documents become the Contract Work Plan and Budget. The contract work plan includes priorities for communities in which First State conducts ongoing needs assessments and strategic planning sessions. Depending on the community, some may be working on implementation of their strategic plans. Others may still be in the process of organizing or planning to conduct strategic planning. The CSBG Administrator receives copies of assessments and strategic plans as they become available. First State's community action plan/ contract work plan details communities for which specific activities and strategic planning activities are planned in the coming year.

The CSBG refunding application submitted by First State serves as its community action plan. As part of this application, First State is also required to conduct or to update a statewide comprehensive needs assessment that describes local poverty-related needs and prioritizes eligible activities to be funded by CSBG. First State must also describe the process it used to gather relevant information, involve its board and community, and ensure that the needs assessment reflects the current priorities of the low-income residents in their service area. This funding application, including community needs assessments, will be kept on file by DSSC and will be available for inspection or for submission, as required.

(3) Tripartite Boards

Section 676B of the Act requires that, in order for a private non-profit entity or public organization to be considered to be an eligible entity for the purposes of the community services block grant program, it must administer the community services block grant program through a tripartite board or another mechanism specified by the State, whose members are chosen in accordance with democratic selection procedures to assure that not fewer than 1/3

of its members are representative of low-income individuals and families in the neighborhood served; reside in the neighborhood served; and are able to participate actively in the development, planning, implementation, and evaluation of the program to serve low-income communities.

The State requires a list of board members, addresses, phone/fax numbers, terms of office, and constituencies represented each year. Documentation of the method of selection for low-income community representatives is also required to ensure that a democratic selection process is taking place for targeted communities, and that board members reside in the neighborhood they represent. The state OCS also reviews board minutes for attendance and membership information.

Board members representing low-income communities are involved in the development, planning, implementation, and evaluation of programs operated by First State through their participation in regularly scheduled monthly board meetings as well as special strategic planning sessions. They also receive logic model evaluation reports from agency staff designed to show the costs and outcomes of each agency program. They are also involved in the board's evaluation of the Executive Director's performance.

(4) State Charity Tax Program

The CSBG will not be used for a charity tax credit program. The state requires all 5% allowed by law to administer the CSBG program, and has a list of priorities for limited discretionary funds (see Description of Distribution and Use of Discretionary Funds).

(5) Programmatic Assurances

(a) Assurances 676(b)(1)(2)(3)(4) and (9) regarding how funds will be used and coordinated with other programs are addressed in the following 2009-2010 community action contract work plan for First State Community Action Agency.

CONTRACT COMMUNITY ACTION WORK PLAN

For

First State Community Action Agency, Inc.

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bedwards@firststatecaa.org

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c/o Rosehill Community Center

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New Castle, DE 19720

(302) 498-0454 Fax: (302) 575-1409

NOTE: Goals and performance indicators are based on the Community Services Block Grant (CSBG) National Goals and Performance Indicators from the CSBG Information System Survey, annually required by the federal Office of Community Services, Administration for Children and Families, Department of Health and Human Services.

GOAL 1: Low-income people become more self-sufficient.

A. The Contractor will help at least two hundred and fifty (250) low-income adults in Sussex and Kent Counties to develop and implement action plans to become economically self-sufficient.

Low-income is defined in the CSBG Statute as having an income at or below 125% of the Poverty Income Guidelines published and updated annually by the Federal Department of Health and Human Services.

Household Size	HHS 2011 CSBG <u>Yearly</u> Eligibility Guidelines = 125% FPL	HHS 2011 CSBG <u>Monthly</u> Eligibility Guidelines = 125% FPL
1	\$13,613	\$1,134
2	\$18,388	\$1,532
3	\$23,163	\$1,930
4	\$27,938	\$2,328
5	\$32,713	\$2,726
6	\$37,488	\$3,124
7	\$42,263	\$3,522
8	\$47,038	\$3,920

1. The Contractor will track case management participants by referral source (other agency programs or other referrals).
- B. First State's subcontractors will help low-income adults in New Castle and Kent Counties to develop and implement action plans to become economically self-sufficient through subcontractors. The subcontractors were chosen through a Request for Proposals and review process, which mandated a caseload of fifty per case manager. An amount of \$850,536 is set aside in the budget for 11 month contracts with the following organizations.
- Awarded agencies and funding amounts are still TBD and awaiting First State's Board of Directors' approval. The final version of this work plan with the awardees and contract amounts will be added as an appendix to the CSBG State Plan.

Subcontract amounts may be modified to accommodate subcontracts that begin prior to the start date of this Contract.

Indicator 1.1 *The number and percentage of low-income participants in community action employment initiatives who get a job or become self-employed as measured by one or more of the following:*

Family Resource Development

Units measured: Individuals

- A. Unemployed and obtained a job. Case management services provided by First State and its subcontractors (TBD) will result in TBD of persons who are unemployed at intake obtaining a job.
- B. Became employed and maintained a job for at least 90 days. TBD% of case management participants who become employed will maintain a job for at least 90 days.
- C. Employed and obtained an increase in employment income and/or benefits. Case management services provided by First State and its subcontractors will result in TBD% of persons who are employed at intake obtaining a significant increase in employment income and/or benefits.
- D. Achieved “living wage” employment. Contractors and subcontractors will average a TBD% rate of success in helping case management participants achieve a “living wage”.

“Living wage” is defined as more than 200% of the “Poverty Income Guidelines” that are updated in the first quarter of each calendar year in the Federal Register by the Federal Department of Health and Human Services (DHHS). Gross incomes @ 200% of the 2009 Poverty Income Guidelines are:

*\$21,780 annually or \$1,815 monthly for a household of one;
\$29,420 annually or \$2,451 monthly for a household of two;
\$37,060 annually or \$3,088 monthly for a household of three;
\$44,700 annually or \$3,725 monthly for a household of four;
\$52,340 annually or \$4,362 monthly for a household of five;
\$59,980 annually or \$4,998 monthly for a household of six;
\$67,620 annually or \$5,635 monthly for a household of seven;
\$75,260 annually or \$6,272 monthly for a household of eight.*

Add \$3,820 for each additional member.

- 1. Contractor and subcontractor staff will record the reason for the increase in wages/salary (increase in hours, increase in wage/salary, change of position or employer, second job, marriage, etc.)
- 2. Contractor and subcontractor staff will record the following employment status information at quarterly intervals, including at intake and at close out of each case:
 - a) Job Title(s)
 - b) Employer(s) (if self employed, name of business)

- c) Hours worked per day/per week
- d) Gross and net pay and pay schedule (weekly, bi-weekly, bi-monthly, etc.)
- e) Employee benefits and cost to the employee
- f) Employment duration (if employed) at intake
- g) Employment duration at exit.

Sussex County Senior Employment Program

Units measured: Individuals

- A. Sixty-two (62) seniors enrolled will receive subsidized employment.
- B.1. 100% seniors will maintain subsidized employment for at least 90 days.
- B.2. 100% seniors will maintain unsubsidized employment for at least 90 days.
- C. Six (6) seniors who are employed in subsidized employment will increase their employment income and/or benefits by gaining unsubsidized employment.

Indicator 1.2 The number of low-income participants for whom barriers to initial or continuous employment are reduced or eliminated through assistance from community action as measured by one or more of the following:

Family Resource Development

Units measured: Individuals

The contractor and its subcontractors will track the number of persons enrolled in case management services, who identify A – L as a goal, and who achieve A – L (listed below) during the reporting period:

- A. Obtain skills / competencies required for employment
- B. Complete an ABE/GED and receive a certificate or diploma
- C. Complete a post secondary education program and obtain a certificate or diploma
- D. Enroll children in before or after school programs
- E. Obtain care for child or other dependent
- F. Obtain access to reliable transportation
 - Contractor and subcontractor staff will track:
 - 1. Driver's license status at intake and exit
 - 2. Vehicle status at intake and exit
 - 3. Vehicle insurance status at intake and exit
 - 4. Other transportation status at intake and exit
 - 5. Persons referred to and accepted by "Cars for Careers" or similar programs
- G. Obtain health care services for themselves or a family member
- H. Obtain safe and affordable housing

The Contractor and subcontractors will track housing status changes, including the number of participants that move from:

- a) Agency sponsored transitional housing to subsidized housing
 - b) Agency sponsored transitional or subsidized housing to non-agency unsubsidized rental housing
 - c) Subsidized public housing to unsubsidized rental housing
 - d) Rental housing to homeownership
- I. Obtain food assistance
 - J. Obtain non-emergency Low-Income Home Energy Assistance (LIHEAP)
 - K. Obtain non-emergency Weatherization (WX) energy assistance
 - L. Obtain other non-emergency energy assistance (State, local, private energy programs not including LIHEAP or WX)

Career Closet

Units measured: Individuals

The Career Closet will provide business attire for one hundred (100) low-income persons that are referred by partnering programs.

The Contractor will maintain statistics on:

- a) Persons that obtain clothing in support of employment
- b) Referral sources
- c) Income vs. expenses of the Career Closet on a monthly basis.

Indicator 1.3 The number and percentage of low-income households that achieve an increase in financial assets and/or financial skills as a result of community action assistance, and the aggregated amount of those assets and resources for all participants achieving the outcomes, as measured by one or more of the following:

A. Economic Asset Enhancement

- 1. Number and percent of participants in tax preparation programs who identify any type of federal or state tax credit and the expected aggregated dollar amount of credits.

Income Tax Preparation for Earned Income Tax Credit

Units measured: Households

The Contractor will prepare federal and state income taxes for at least seven hundred (700) low-income households.

The Contractor will track:

- a) Number of participants that get their taxes prepared by First State
- b) Number and percentage of households that identify federal or state credits to which they are entitled
- c) Aggregated dollar amount of such credits.

2. Number and percentage that obtained court-ordered child support payments and the expected annual aggregated dollar amount of payments. (TBD)

The Contractor and its subcontractors will track:

- a) The number of persons who are eligible to receive child support vs. the number that receive it
- b) Referrals made to the State Division of Child Support Enforcement
- c) Whether or not child support has been ordered
- d) The expected annual aggregated dollar amount of payments.

Family Resource Development

Units measured: Individual Parents

Contractors and subcontractors will assist parents participating in case management in obtaining court ordered child support whenever feasible.

3. Contractor will track the number and percent of participants who obtained court-ordered child support payments and the expected annual aggregated dollar amount of payments.
4. Number and percentage that receive credit counseling and pay off debts.

Housing Counseling

Units measured: Households

At least seventy-five (75) low-income clients will make payments to satisfy debts to creditors.

The Contractor and its subcontractors will track:

- a) The number of households making payments
 - b) The aggregated dollar amount of debt paid.
-
4. Number and percentage enrolled in comprehensive housing counseling that purchase homes and the value of the asset (mortgage) amount.

Housing Counseling

Units measured: Households

At least eighty (80) households enrolled in comprehensive housing counseling will become first time homebuyers.

The Contractor will track:

- a) The numbers of closings
- b) The location of homes
- c) Aggregated mortgage amounts

B. Economic Asset Utilization

The Contractor and its subcontractors will track the number of participants enrolled, the projected number expected to achieve the target, the number of participants who did achieve, and the aggregated dollar amount, if applicable, for the following:

1. Number and percent demonstrating ability to complete and maintain a budget for over 90 days.

Housing Counseling

Units measured: Households

Six hundred (600) households will receive budget counseling through First State's Housing Department.

Housing Counselors will track the number of households that complete and maintain a balanced budget for over ninety (90) days.

Seventy-five (75) low-income households will complete financial literacy training provided by First State CAA and maintain a balanced budget for at least six months.

Twenty-five (25) low-income households will open Individual Development Accounts (IDA) after receiving financial training from First State.

The Contractor will track:

- a) the number of households that open an IDA
- b) the purpose of the IDA
- c) the aggregate amount of savings.

The Contractor and its subcontractors will specifically track the following performance indicators:

2. Number and percent opening an Individual Development Accounts (IDA) or other savings account.
3. Number and percent who increased their savings through IDA or other savings accounts and the aggregated amount of savings.
4. Number and percent of participants capitalizing a small business with accumulated savings and the aggregated amount of savings.
5. Number and percent of participants pursuing post secondary education with accumulated savings and increased savings, and the aggregated amount of savings.
6. Number and percent of participants purchasing a home with accumulated savings and the aggregated amount of savings.
7. Number and percent of participants purchasing other assets with accumulated savings and the aggregated amount of savings.

Housing Counseling

Units measured: Households

Sixty (60) foreclosures will be prevented through mortgage default counseling services.

The Contractor will track:

- a) the number of households that receive mortgage foreclosure counseling
- b) the number of defaults that are prevented as a result.

Thirty (30) seniors will obtain reverse mortgages to enable them to continue to live in their homes.

Thirty (30) households referred to West End Neighborhood House's Rental Assistance Program will be approved and obtain a rental unit.

Goal 2: The conditions in which low-income people live are improved.

The Contractor will work with at least ten (10) low-income communities to train leaders, organize civic associations, conduct surveys or needs assessments, complete strategic planning, and / or implement one or more strategic plan priority, depending on the stage of their community development. The Contractor will record community problems, priorities, and accomplishments, and will clearly describe the roles played by community residents, partnering organizations (public and private), and First State CAA in community developments and, particularly, tangible results achieved.

The Contractor will record information needed to annually report statistics on the following CSBG national performance indicators:

Indicator 2.1 Increase in, or safeguarding of threatened opportunities and community resource or services for low-income people in the community as a result of community actions projects/ initiatives or advocacy with other public and private agencies, as measured by one or more of the following:

- A. Jobs created or saved from reduction or elimination in the community.
- B. Accessible "living wage" jobs created, or saved, from reduction or elimination in the community
- C. Safe and affordable housing units created in the community
- D. Safe and affordable housing in the community preserved or improved through construction, weatherization, or rehabilitation achieved by community action activity or advocacy

Weatherization

Units measured: Households

An attempt will be made to reassess 700 homes for prior weatherization work

Community Development

Units measured: Households

The Contractor will help residents of low-income communities (Pinetown, Ellendale, Polly Branch, Star Hill, Walkers Mill, Simon's Garden, Garfield Park, Southern New County Community Coalition, Coverdale Crossroads, Mount Joy, and others to be determined) to receive home rehabilitations, home repairs, and other tangible community improvements to improve the quality of life. First State staff will track the results of their assistance, and will report those results and the role that First State played in achieving those results, and the role of other organizations and funding sources.

- E. Accessible and affordable health care services/facilities for low-income people created or saved from reduction or elimination
- F. Accessible safe and affordable child care or child development placement opportunities for low-income families created or saved from reduction or elimination
- G. Accessible before school and after school program placement opportunities for low-income families created or saved from reduction or elimination

<u>Community Based Programs</u>	<u>Units measured: Individuals</u>
Richard Allen Delaware Prevention Coalition All Stars Program:	<u>45</u> youth and 15 parents
Community Based (Polly Branch & Walkers Mills):	<u>50</u> total site
Cape After School Tutorial Program:	<u>50</u> students
La Casita Education Program:	<u>165</u> students

The Contractor will track program hours and daily attendance. Measures that indicate whether or not youth are increasing academic, athletic, or social skills by participating in these programs will be identified and tracked. (See Goal 6)

- H. Accessible new or expanded transportation resources or those that are saved from reduction or elimination, that are available to low-income people, including public or private transportation

<u>Transportation</u>	<u>Units measured: Individuals</u>
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At least 500 unduplicated persons will receive transportation to medical appointments.

Transportation will be provided to La Casita Education Program and other community based programs as needed. The purpose and number of trips and number of unduplicated individuals receiving services will be tracked and reported.

- I. Accessible or increased educational and training placement opportunities, or those that are saved from reduction or elimination, that are available for low-income people in the community, including vocational, literacy, and life skill training, ABE/GED, and post secondary education

Indicator 2.2 *The quality of life and assets in low-income neighborhoods are improved by community action initiative or advocacy, as measured by one or more of the following:*

- A. Increases in community assets as a result of a change in law, regulation or policy, which results in improvements in quality of life and assets
- B. Increase in the availability or preservation of community facilities
- C. Increase in the availability or preservation of community services to improve public health and safety
- D. Increase in the availability or preservation of commercial services within low-income neighborhoods
- E. Increase in or preservation of neighborhood quality-of-life resources.

Community Development

Units measured: Number of initiatives or advocacy efforts and the number of households affected

The Contractor will identify communities that experience any of the above performance indicators. The Contractor will describe the improvement, the number of households affected, and the role played by community action and other public or private entities in these outcomes.

Indicator 2.3 Community Engagement: The number of community members working with Community Action to improve conditions in the community.

The Contractor will track:

- A. Number of community members mobilized by Community Action that participate in community revitalization and anti-poverty initiatives.
- B. Number of volunteer hours donated to the agency

Goal 3: Low-income people own a stake in their community.

Indicator 3.1 Community Enhancement through Maximum Feasible Participation

First State will track:

- A. The total number of hours donated by low-income individuals to Community Action.

Indicator 3.2 Community Empowerment through Maximum Feasible Participation

The number of low-income people mobilized as a direct result of Community Action initiative to engage in activities that support and promote their own well-being and that of their community, as measured by one or more of the following:

All Community Action Programs

Units measured: Hours

All community action programs should count hours of volunteer time provided by low-income residents and others in assisting with program activities and logistics, in serving on advisory boards, governing boards, and committees, and in participating in advocacy to meet agency and community goals. Volunteer time by agency staff should be counted separately.

First State will record and report the following:

- A. Number of low-income people participating in formal community organizations, government, boards or councils that provide input to decision-making and policy setting through community action efforts.

Governing Board

Units measured: Community residents

At least one third (a minimum of six members) of First State's Board of Directors represent and reside in low-income communities that are targeted for services by the community action agency. Communities in all three counties are represented.

Low-income residents must be chosen in accordance with democratic selection procedures to represent low-income individuals and families in the neighborhood served.

Low-income residents shall actively participate in the development, planning, implementation, and evaluation of programs to serve low-income communities.

Community Development

Units measured: Community residents

Community residents served on civic groups to enhance the quality of life in their communities.

- B. Number of low-income people acquiring businesses in their community as a result of community action assistance
- C. Number of low-income people purchasing their own homes in their community as a result of community action assistance.

Housing Counseling

Units measured: Households

The Contractor will track the location of homes purchased by homebuyers that receive assistance from First State. First State will track the intake and exit income levels of people that receive housing counseling services.

- D. Number of low-income people engaged in non-governance community activities or groups created or supported by community action.

Community Development

Units Measured: Individuals

Residents of at least six (6) low-income communities plan and conduct fundraisers and/or community day activities supported by First State. The Contractor will record the number of community residents who participate.

Goal 4: Partnerships among supporters and providers of services to low-income people are achieved.

Indicator 4:1 The number of organizations, both public and private, that community action actively works with to expand resources and opportunities in order to achieve family and community outcomes.

All Community Action Programs

Units measured: Partnerships

All Administrators and Program Managers will report organizational relationships that have been developed to achieve family and community outcomes. Examples include:

- Formal arrangements, such as memoranda of understanding or service contracts to serve, refer, or exchange program participants;
- Financial agreements with business entities or financial institutions to promote individual or community economic development and/or infrastructure investment;
- Informal working relationships with public or private agencies, organizations, or individual service providers that expand service opportunities for low-income individuals and families, including routine service referrals and follow up contacts; and/or
- Alliances with one or more public or private organizations that advocate for expanded services or community opportunities for low-income people.
- Partnerships with targeted low-income communities, government entities, and private sector organizations to ensure consistent board of directors representation from the private sector, public sector, and at least one third representation from residents of targeted low-income communities in each of Delaware's three counties.

First State staff will provide the following information for each partner identified:

1. Name of the partner
2. Type of partnership (contractual, informal working, etc.)
3. Roles each partner played, including First State;
4. Outcomes of the partnership to date.

First State staff will classify and total the number of partners they have according to the following list:

1. Non-Profit
2. Faith Based
3. Local Government
4. State Government
5. Federal Government
6. For-Profit Business or Corporation
7. Consortiums / Collaboration
8. Housing Consortiums / Collaboration
9. School Districts
10. Institutions of Post Secondary Education / Training
11. Financial / Banking Institutions
12. Health Service Institutions
13. State Wide Associations or Collaborations
14. Other partnerships not captured above

TOTAL Partnerships

Goal 5: Agencies increase their capacity to achieve results.

Indicator 5.1 *The number of human capital resources available to community action that increase agency capacity to achieve family and community outcomes, as measured by one or more of the following:*

1. Number of Certified Community Action Professionals (C-CAPs)
2. Number of Results Oriented Management and Accountability (ROMA) Trainers
3. Number of Family Development Trainers
4. Number of Child Development Trainers
5. Other Trainers (specify types)
6. Number of staff attending trainings
7. Number of board members attending trainings
8. Hours of staff in trainings
9. Hours of board members in trainings
10. Other capacity building indicators

The Contractor will track the indicators above and report them on a quarterly basis.

Performance Measures for First State Community Action Agency's Finance Unit

1. By January 31, 2012, resources leveraged for the January 1, 2011, through December 31, 2011, period will be reported on the CSBG Information System (IS) Section F reporting form provided by the Office of Community Services to the Contractor.
2. By August 30, 2012, resources leveraged for the January 1, 2012, through June 30, 2012, period will be reported on the CSBG Information System (IS) Section F reporting form provided by the Office of Community Services to the Contractor.
3. All agency units and programs will report resources leveraged and volunteer hours recorded, so that the Finance Unit can accurately complete Section F of the CSBG Information System (IS) Survey Report. Agency units include:

Administration

Support Services

- Secretarial & Receptionist Support
- Ordering supplies and maintaining inventory
- Travel
- Proposals
- Board Responsibilities

Finance

- Accounting
- Payroll
- Audits
- Budgeting

- Inventory control
- Procurement & Contracts
- Human Resources
- Maintenance & Transportation
 - Facilities Maintenance
 - Agency Vehicle Maintenance
- Information Technology

Programs

- **Community Based**
 - Cape Henlopen After School Homework Program
 - La Casita Education Program
 - Richard Allen After School , Georgetown Summer Camp, and All Stars Programs
 - Community Based – Walkers Mill and Polly Branch After School Program
- **Community Development**
 - Community needs assessments
 - Community organizing and event planning
 - Strategic planning
 - Leadership training
 - Advocacy
 - Resource development and management
 - Access to services
 - La Casita Outreach
- **Employment and Training**
 - Culinary Arts for high school students (“Now We’re Cooking”)
 - Adult Culinary Training
 - Senior Community Service Employment Program
 - Senior Companion Program
- **Family Resource Development**
 - Comprehensive Case Management
 - Promoting Safe and Stable Families referrals
 - First State’s Re-entry Program
 - Crisis Assistance referrals
 - Other referral sources
 - Promoting Safe and Stable Families
 - Emergency Services (Food Closet & Emergency Assistance)
 - Career Closet
- **Housing**
 - Pre-Purchase Program
 - Reverse Mortgage
 - Default Counseling
 - Credit Counseling
 - Financial Literacy and IDA Program
 - Income Tax Preparation Program
- **Weatherization**
- **Transportation**
 - For all agency programs as needed
 - Medical Transportation

2. First State will practice sound administrative policies and procedures.

a. Management Measures

1. Monitoring reports and recommendations from funding sources are responded to in a timely manner.
2. The agency's organizational structure is reviewed annually, enabling staff to be more effective related to outcomes and more efficient related to costs.
3. First State provides credible evidence of the community problem that each of its programs are designed to address. Local studies or needs assessments are provided as evidence of the community problem that is being addressed. In the event that state and local data is not available, agency or program data is used as evidence of the community problem.
4. Following from the statement and evidence of a community problem, "Logic Models" are prepared for each agency program that accurately and succinctly project the program's funding sources, budget, services and target population, outputs, and outcomes.
5. Logic Models are used to report on budget expenditures, services provided, outputs and outcomes achieved.
6. Information about local poverty issues and potential solutions are communicated to the general public, legislators and policy makers.
7. First State effectively communicates information about its services and accomplishments to the general public, legislators, legislators and policy makers. Communications include a newsletter and annual report.
8. First State uses customer/client and constituent /stakeholder feedback to improve or modify its operations.
9. Copies of all publicity regarding agency programs is sent to the Office of Community Services.

b. Administrative Support Services Measures:

1. Friendly and courteous receptionist and secretarial support is provided for all programs.
2. Schedules are maintained to track due dates for applications, reports, etc. so that staff responsible have enough lead time to meet deadlines.
3. A central file is well maintained and organized.
4. Board members and the State CSBG Program Manager receive minutes and notices of board meetings in a timely manner.
5. Requisitions and procurement procedures are communicated to staff and enforced.
6. Computerized inventory of agency property is maintained and updates as additional property is acquired or as property is disposed of.

c. Finance Performance Measures

1. Agency finances are effectively managed and accounted for so that expenses do not exceed revenues.
2. Budgets and financial reports are prepared in compliance with funding source requirements and submitted on time to appropriate funding sources.
3. There is no more than a ten-day turn around time between the time the subcontractor reports are received and payments are issued. Any discrepancy issues are promptly resolved within that time frame, unless there are extraordinary reasons why this time frame cannot be met.
4. Monitoring reports and recommendations from funding sources are responded to in a timely manner. Financial information is prepared for the Board of Directors in a format that is understandable.

d. Human Resources Performance Measures

1. Ethical personnel (human resource) management is provided for staff, volunteers, trainees, and interns in compliance with agency personnel policies and procedures.
2. Personnel benefits are properly administered.
3. Personnel files are confidentially maintained.
4. Conflict resolution is available.
5. Staff receives orientation to agency personnel policies and procedures.
6. Training is made available to improve staff performance and skill levels.
7. Staff training, accreditations, and certifications are tracked.
8. Staff meets applicable certification and licensing requirements.
9. Personnel evaluations are conducted in accordance with agency policies and procedures.
10. The agency annually collects and analyzes staff feedback and uses it to improve operations.

e. Management Information Systems

1. Maintenance for all agency computer and communications equipment is provided; includes PC's, phone systems, cell phone, network equipment, and peripherals.
2. Training is provided for all staff on the proper use and care of agency computer and communications equipment.
3. Training is provided on commonly used software packages and programs.
4. A complete inventory of all agency owned computer equipment, software and related peripherals is conducted.
5. Written policies and procedures are drafted and adopted concerning the use and care of agency owned computer equipment, peripherals and communication services.
6. A database is implemented that will enable reports that show:
 - a. an unduplicated count of persons served
 - b. an unduplicated count of households served
 - c. services received by each household
 - d. demographic information about households served
 - e. outcome information about services provided

NOTE: Any agreement for the development of or purchase of hardware or software that is to be paid for in whole or in part by CSBG funds must first be approved by the Office of Community Services.

f. Administration of Subcontractor Contracts

1. Subcontracts are negotiated and prepared in a timely manner.
2. Subcontractors' program reports are reviewed on a quarterly basis.
3. Subcontractor performance is analyzed and evaluated in writing.

4. Subcontractor financial reports are reviewed and reimbursement payments processed in a timely manner.
5. Subcontractors are monitored on site at least once during the contract period and given follow-up written monitoring reports within 90 days.
6. Training needs for subcontractors are assessed.
7. Training is coordinated and provided to subcontractors as indicated by the assessment.

g. Facilities Management Performance Measures

1. Agency owned and leased facilities are well maintained.
2. Agency owned and leased facilities are in compliance with all federal, state, and local code and licensing requirements.
3. The agency's physical appearance is clean and welcoming to the public.

Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.

Indicator 6.1 *The number of vulnerable individuals receiving services from community action that maintain an independent living situation as a result of those services.*

- A. Senior Citizens (55 years +)
- B. Individuals with Disabilities
 1. 0-17 years
 2. 18-54 years
 3. 55 + years (report seniors in this category again)

Senior Companion Program

Units Measured: Individuals

Seventy-eight (78) low-income elderly will become Senior Companions and assist five hundred (500) handicapped/elderly persons in all counties.

At least four hundred (400) elderly or disabled persons will be provided services such as medical and non-medical transportation to appointments, light meal preparation, light housekeeping, respite in-house care, socialization, etc. through Senior Companions.

Indicator 6.2 *The number of low-income individuals or families served by community action that sought emergency assistance and the percentage of those households for which assistance was provided, including such services as:*

- A. Food

Emergency Food

Units measured: Households and Individuals in those households

The Contractor will provide at least one thousand (1,000) unduplicated individuals with emergency food. The Contractor will record the number of times households access emergency food and the number of unduplicated households (including adults and children) that receive emergency food during the state fiscal year.

- B. Emergency fuel or utility payments funded by LIHEAP or other public and private funding sources
- C. Emergency Rent or Mortgage Assistance

Crisis Assistance Units measured: Households and Individuals in those households

Eight hundred (800) unduplicated cases receive financial assistance for utilities and other emergencies and orientation to case management.

Forty-five (45) evictions are prevented through rental delinquency counseling and/or financial aid.

- D. Emergency Car or Home Repair
- E. Emergency Temporary Shelter
- F. Emergency Medical Care
- G. Emergency Protection from Violence
- H. Emergency Legal Assistance
- I. Emergency Transportation
- J. Emergency Disaster Relief
- K. Emergency Clothing

The Contractor will maintain a count of households and of individuals in those households that request any of the above services during the state fiscal year. The Contractor will maintain a count of households and of individuals in those households that receive any of the above services. The Contractor will maintain both a service count (number and type of services received) and an unduplicated household and individual count.

- J. Life Skills Assistance for Immigrants

La Casita Outreach Units measured: Individuals

The Contractor's La Casita Outreach program will provide a variety of life skill services, including translation, to at least fifteen hundred (1,500) immigrants in Sussex County. First State will track services rendered and an unduplicated count of persons served.

Indicator 6.3 The number and percentage of all infants, children, youth, parents, and other adults participating in developmental or enrichment programs that achieve program goals, as measured by one or more of the following:

- A. Infants and children
 - 1. Infants and children obtain age appropriate immunizations, medical and dental care.
 - 2. Infant and child health and physical development are improved as a result of adequate nutrition.

Community Based

Units measured: Individuals

Forty (40) children attend nutritional workshops offered. The number of children attending and First State's role is reported.

3. Children participate in pre-school activities to develop school readiness skills.
4. Children who participate in pre-school activities are developmentally ready to enter Kindergarten or 1st grade.

B. Youth

1. Youth improve physical health and development
2. Youth improve social/emotional development
3. Youth avoid risk-taking behavior for a defined period of time
4. Youth have reduced involvement with criminal justice system
5. Youth increase academic, athletic or social skills for school success

Community Based (Summer Program)

Units measured: Individuals

At least two hundred-ten (210) youth will participate in Summer Camp.

Cape summer enrollment 50

Community Based summer enrollment 50

La Casita – 65

Richard Allen -45

Community Based

Units measured: Individuals

Fifty (50) students will participate in Cape Henlopen School District Homework Program at West Rehoboth (Burton Village, West Side New Beginnings and Pine Town. Youth will complete their homework correctly and show academic improvement as indicated by grades and comments from program instructors and school teachers. Staff will track attendance through sign in sheets. Report cards will be reviewed quarterly. A written assessment will be made that includes student attendance and progress information.

Youth of non-English speaking parents will experience cultural learning through educational field trips that help them assimilate into American society as measured by class work relating to field trips.

All Applicable Agency Programs

Units measured: Individuals

The Contractor will record and report the numbers of children and youth enrolled in its programs, the number expected to achieve outcomes as listed under Indicator 6.3 of the CSBG Information System Survey, and the number that achieve outcomes during the reporting period. Numbers should include events, such as transportation to "Give a Kid a Smile" dental services, as well as the number of children that access those services as a result.

- C. Adults
1. Parents and other adults learn and exhibit improved parenting skills
 2. Parents and other adults learn and exhibit improved family functioning skills

Promoting Safe and Stable Families Program

Units measured: Individuals

The Contractor will mentor three hundred (300) participants in the Promoting Safe and Stable Families program conducted in all three counties. The Contractor will track and report on the number that complete the pre-assessment, that complete the post assessment and that successfully reduce family stressors, and exhibit improved family functioning skills. The Contractor will track those that receive comprehensive case management services, and separately track case management outcomes for this group.

Indicator 6.4: Low-income people who are unable to work, especially seniors, adults with disabilities, and caregivers, for whom barriers to family stability are reduced or eliminated, as measured by one or more of the following:

- (a) Enrolled children in before or after school programs
- (b) Obtained care for child or other dependent
- (c) Obtained access to reliable transportation and /or driver's license
- (d) Obtained health care services for themselves or family member
- (e) Obtained safe and affordable housing
- (f) Obtained food assistance
- (g) Obtained non-emergency Low Income Home Energy Assistance Program assistance
- (h) Obtained non-emergency Weatherization energy assistance
- (i) Obtained other non-emergency energy assistance

The Contractor will track the number of persons that seek assistance and are unable to work. The Contractor will track the number of person who are unable to work and who had one or more of the outcomes listed above due to the agency's efforts. All outcomes should be tracked and counted through agency follow-up.

Indicator 6.5: The number of services provided to low-income individuals and/or families as measured by one or more of the following:

- A. Food Boxes/Bags
- B. Pounds of Food
- C. Units of Clothing
- D. Rides Provided
- E. Information and Referral Calls

The Contractor will track and report the number of service units listed above that it provides as applicable to its programs.

(b) Coordination Assurance 676(b)(5) is addressed by a One Stop Memorandum of Understanding executed in February, 2000, between the Governor, the Delaware Workforce Investment Board, and the Department of Health and Social Services/Division of State Service Centers. The MOU describes how each agency's funding streams and resources will be used to better serve their mutual customers, both job-seekers and employers, through an integrated, one stop system of service delivery operated at four comprehensive sites augmented by the Virtual Career Network, an interactive Internet site.

(c) Assurance 676(b)(6) regarding coordination of anti-poverty programs in communities and the emergency energy crisis intervention program is addressed by providing referral information to the state service center and non-profit staff that are in a position to make referrals to Catholic Charities, which contracts with the Delaware Department of Health and Social Services, Division of State Service Centers, Office of Community Services to operate the Delaware Energy Assistance Program statewide. Information is disseminated through direct training, brochures, the Human Services Directory, the Delaware HELPLINE, and radio and newspaper public service announcements.

(d) Assurance 676(b)(9) regarding coordinating and partnering with other organizations serving low-income residents including religious organizations, charitable groups, and community organizations is addressed under the "Partnerships" goals in First State's contract work plans under "Programmatic Assurances".

The state uses the mechanisms of the Single Point of Contact (SPOC) to solicit coordination of federal programs through the State Budget Office. There are many coordinated efforts with public and private partners to support low-income individuals and reduce poverty that will be documented and reported at the end of each contract period. Current examples include:

- Partnerships with nonprofit organizations to provide CSBG supported case management services to low-income target populations in New Castle and Kent Counties.
- Collaboration with the Office of Volunteerism to utilize VISTA volunteers in coordination with CSBG supported services.
- Contracts between First State CAA and school districts for after school homework programs at community sites.
- Memorandum of Understanding with the Nemours Health and Prevention Services for the "Kids Katch" program and to provide the "521 Almost None" campaign to low-income youth and community groups to make Delaware children healthy and to fight obesity.
- A Memorandum of Understanding between Wilmington Housing Authority, Newark Senior Center, and New Castle County Senior Centers and First State CAA's Senior Companion Program to refer volunteers and persons that need Companion services to the program.
- Use of state facilities for non-profit staff training.

- Coordination of “Safe and Stable Families” resources administered by the Department of Services for Children, Youth and their Families, Office of Prevention, with First State’s role in the “Strong Communities Initiatives” and with case management and crisis assistance services. First State has been awarded Safe and Stable Families funding for all three of Delaware’s counties since 2007.
- Collaboration with the Food Bank of Delaware as a member of its Anti-Hunger Coalition to promote the Benefits Bank and other projects to enable greater access to human services, including food programs.
- Collaboration with the Food Bank of Delaware to provide product to food closets operated on-site at State Service Centers, so that needy persons would not have to travel to other locations to receive emergency food.
- Collaboration between the Department of Natural Resources and Environmental Control and First State to improve water quality and waste water removal in poor rural communities.
- Collaboration with Sussex County government, the Delaware State Housing Authority, and First State Resource Conservation and Development Council to provide home repair and Community Development Block Grant supported services in Sussex County.
- Collaboration with the Department of Natural Resources and Environmental Control, the Department of Corrections, and low-income civic groups to conduct community clean up projects in low-income rural communities.
- Partnership creation is ongoing and evolving.

The DHSS/DSSC/OCS administers and coordinates the programs listed under “State Administrative Structure” to ameliorate the causes and conditions of poverty, including the Delaware Energy Assistance Program, which includes services provided by the federal Low-Income Home Energy Assistance and Weatherization Assistance Programs.

The Division of State Service Centers took the lead in promoting service integration within the Department of Health and Social Services through a project entitled: “No Wrong Door”, which resulted in quality service trainings for department staff, more automated application systems, and front end screenings and referrals.

The Division publishes the Directory of Human Services for Delaware, which includes both public and private agencies that offer human services. This information is computerized and also available through the Delaware HELPLINE, a statewide service which began as a joint project of the Division and the United Way of Delaware.

G. Fiscal Controls and Monitoring

(1) State Program Monitoring

(a) The CSBG Act of 1998 requires that CSBG eligible entities be monitored once every three years in order to identify opportunities to assist CAA's in improving outcomes that impact poverty. The Division of State Service Centers will continue to conduct a full onsite review of First State Community Action Agency by contracting this service out, and may use the services of interns from the University of Delaware's Center for Community Development and Family Policy within the College of Human Resources, Education & Public Policy, who will use monitoring tools approved by the Division of State Service Centers. Program monitoring is conducted through regular CSBG administrative funds.

In compliance with the CSBG Act, our three year comprehensive monitoring of First State was conducted in September 2010 reviewing the agencies; mission and planning, fiscal stability, customer services, ROMA outcomes, organization/personnel, governance, community partnerships, program compliance and information technology. A formal monitoring report was developed and submitted to First State. First State submitted for the State's review, a Quality Improvement Plan (QIP) in response to the monitoring report. The State responded on March 25th 2011 accepting many of their strategies but also noting areas that needed different strategies and deadlines. The State has offered and provided training and technical assistance to aid First State in their corrective actions. A follow-up review will be conducted in winter 2011 or early spring 2012.

(b) An onsite review of any newly designated entity will be completed by either Division staff or contractors supported by regular CSBG administrative funds. A time line will be developed, and a contract which describes expectations will be monitored against.

(c) Follow up reviews and prompt return visits to eligible entities that fail to meet goals, standards, and requirements established by the State will be conducted by contractors or by reassigning staff to perform these functions. All monitors will have access to the contract, the reports, and any previous monitoring reports.

(d) In conducting agency-wide reviews of eligible entities, the State will request monitoring reports that have been done by other funding sources for review. Such reports will be mandatory for programs operated by eligible entities that have been terminated for cause. The State will also make it a practice to contact the other funding source administrators to get any updated information regarding eligible entity programs and findings.

(e) First State CAA's last A-133 audit was conducted for the period July 1, 2009, through June 30, 2010. It's board will be requesting another audit for the period July 1, 2010 – June 30, 2011, shortly after the agency's fiscal year is over.

In addition to on-site monitoring, off-site monitoring includes receipt and review of monthly financial expenditure reports, which show CSBG contract expenditures by line item. Program reports are also required by the 10th of the month for the preceding month. Program services, outputs, outcomes and fiscal expenditures are included in monthly logic models, which are required by the 10th day of the month. Reporting requirements are specified in Appendix A to the CSBG supported contract.

Monitoring is done in relationship to the expectations detailed in the Contract Work Plan and Budget, to eligible entity specifications described in the CSBG Act, and in accordance with OMB Circulars A-110 and A-122. Depending on the nature of the recommendations, either a deadline is set for reporting progress or compliance, or progress on recommendations is reviewed during subsequent monitoring visits. The monitor assists in helping the contractor to carry out recommendations, or recommends someone else who can.

In addition, all entities that receive CSBG funds as contractors or subcontractors must submit "Certification Requirements" listed below, which are reviewed to determine the fiscal and programmatic capacity of the organization. Certification Requirements for Non-Profits Requesting Support from the CSBG are:

1. Certificate of Incorporation
2. IRS letter verifying tax-exempt status
3. Annual Report

If the agency does not publish an "Annual Report", the chief executive officer's most recent annual report to the board of directors may be substituted. The annual report should, at minimum, provide annual statistics for all agency services and a financial status report for the agency's last fiscal year.
4. Board of Directors roster that includes names, addresses, terms of office and designated officers. If particular members are representing certain low-income communities or constituents, please so designate on the listing.
5. An agency organizational chart showing all positions
6. The most recent agency financial statement showing year-to-date revenues and expenditures as compared to planned revenues and expenditures
7. An agency-wide audit, in accordance with OMB Circular A-133, for the agency's last fiscal year. The audit must include a statement that addresses the existence of adequate financial controls within the agency. If the agency audit does not address the ability of the agency to properly safeguard its assets or if the agency is exempt from agency audits under the provisions of Circular A-133, an Internal Control Review prepared by an independent CPA firm may be substituted. If an agency has audit findings and recommendations that call for follow-up action, the applicant agency must include documentation of action steps taken to comply with the audit findings and recommendations. For new organizations, our division has conducted the internal control review, so as not to burden a fledgling organization with the cost.
8. An Administrative Questionnaire (form provided), which provides information on fiscal policies, procedures, bonding, and who is authorized to disburse funds.
9. Insurance Requirements. Contractors with the State of Delaware must carry insurance minimum limits as follows:
 - a) Comprehensive General Liability \$1,000,000
and

- | | |
|---------------------------------------|---------------------------|
| b) Medical/Professional Liability | \$1,000,000 / \$3,000,000 |
| or | |
| c) Miscellaneous Errors and Omissions | \$1,000,000 / \$3,000,000 |
| or | |
| d) Product Liability | \$1,000,000 / \$3,000,000 |

If contractual services require the transportation of clients or staff, the contractor shall, in addition to the above coverages, secure the following coverage:

- | | |
|---|-----------------------|
| c) Automotive Liability (bodily injury) | \$100,000 / \$300,000 |
| d) Automotive Property Damage (to others) | \$25,000 |

Monitoring will be done that will verify project expenditures, activities, outputs, and outcomes reported on program logic models, the limitations specified in the CSBG Act, and in accordance with OMB Circulars A-110 and A-122. Depending on the nature of the recommendations, either a deadline is set for reporting progress or compliance, or progress on recommendations is reviewed during subsequent monitoring visits.

First State CAA and all of its subcontractors have a number of other federal, state, and private monitors that have an interest in making sure the funds they provide for various programs are used well and produce results. Monitoring reports from other funding sources will be requested in the course of gathering information on First State CAA. All aspects of the CAA will be reviewed, since the CSBG plays such a large role in the agency's management and ability to leverage all other funding to provide services.

(2) Corrective Action, Termination and Reduction of Funding

Section 10 of the Standard Contract with the Department of Health and Social Services outline departmental policy for contract termination, but contracts with CSBG eligible agencies are specialized, and reference the provisions of Section 678C of the CSBG Act as a part of Appendix A, "Divisional and Federal Requirements". These requirements that reiterate section 678C of the CSBG Act, supersede the more stringent departmental policies.

If an agency fails to comply with the terms of its agreement or the State Plan, or fails to meet appropriate standards, goals, or other requirements of the State, the agency will first be informed in writing of the deficiency to be corrected. Recommendations will be made for correction, and a reasonable time frame by which corrections are expected to be carried out will be specified.

If appropriate, training or technical assistance will be provided by the state OCS or other state agency or, if necessary, by a consultant. The State's Discretionary Program makes provision for expenditures on training resulting from monitoring recommendations.

In the event that a “quality improvement plan” is required by the state within 60 days of notification of the deficiency and corrections required, the State OCS will either approve the plan or specify why the proposed plan is not acceptable. Acceptance of the plan or reasons for denying the plan will be specified to the eligible entity in writing.

The State will either provide training and technical assistance to assist in carrying out the quality improvement plan, or recommend someone else who can, including those providers recommended by the national Community Action Partnership (CAP). The type of technical assistance rendered depends upon the nature of the problem. Costs of technical assistance rendered by other than state personnel may be borne by the CSBG state administrative or discretionary funds, as needed.

The State will provide notice of proceedings to terminate the designation of or reduce the funding to an eligible entity unless it corrects the deficiency, if there is not an appropriate response to correct deficiencies within the time period specified in the original notification of corrections required. The eligible entity will be given an opportunity to request a hearing within 15 days. If requested, the hearing will be conducted by a committee appointed by the Governor or his designee. If the hearing committee recommends termination or reduction of funding, then the entity shall be informed that the decision may be reviewed by the Secretary of the Department of Health and Human Services, if the entity so requests it within 15 days. If the entity requests a review by the DHHS Secretary, the state will provide all necessary documentation of its decision to reduce or terminate funds to the entity. If the federal DHHS does not confirm the State’s decision within 90 days of the state’s delivery of its documentation, the State’s determination will stand.

(3) Fiscal Controls, Audits, and Withholding

The State of Delaware and Delaware Health and Social Services have established fiscal controls and fund accounting procedures that enable tracking of expenditures of all federal funds, including limitations on administrative and/or discretionary expenditures. Monitoring of expenditures at the state level for the CSBG is carried out by the CSBG Program Manager and by the fiscal unit of the Division of State Service Centers. One or more staff from the division or its Office of Community Services monitors expenditures of the agencies eligible for direct CSBG funding from the state.

Delaware Health and Social Services (DHSS) is audited every year by the State Auditor’s Office, which conducts its audits in accordance with generally accepted accounting principles and in the manner and to the extent provided in chapter 75 of title 31, United States Code, commonly known as the “Single Audit Act Amendments of 1996”. The CSBG was audited as a “major program” under the State’s Single Audit in state fiscal year 2004 and 2005. A copy of the audit is forwarded annually to the federal cognizant agency by the State Auditor’s Office.

The Division of Management Services within the Department of Health and Social Services followed up in writing and required the appropriate program manager or fiscal officer to address all findings, recommendations, and corrective actions in writing prior to the commencement of the next year’s audit. This was done, and the CSBG was not audited as a major program in state fiscal year 2006, 2007, or 2008.

CSBG Certification Requirements specify that contractors must provide annual audits in compliance with Circular A-133, unless exempt. If exempt from Circular A-133, the contractor must have an internal control review, which assesses accounting procedures and ensures their adequacy.

In the event that the State's program is audited by the federal government, the State of Delaware will make appropriate books, documents, papers and records available to the Secretary of Health and Human Services and Comptroller General of the United States, or any of their duly authorized representatives, for examination, copying, or mechanical reproduction on or off the premises of the appropriate entity upon a reasonable request for the items.

The State OCS will notify the Department's chief fiscal officer of the provision in the CSBG Act that requires the chief executive officer of a state to submit an audit copy to the federal Secretary of Health and Human Services, to the state legislature, and to any eligible entity that was the subject of the audit at no charge within thirty days after completion.

(4) Assurances

(a) Assurance 676(b)(7) regarding cooperation with federal investigations will be addressed by the state upon being notified in writing that a monitoring or investigations will take place. The state will provide documents requested and will schedule staff to be interviewed as needed or requested.

(b) Assurance 676(b)(8) is addressed through the "Corrective Action: Termination and Reduction of Funding" section that is included as part of Appendix A in the state's contract with First State CAA. This assurance states that: Any eligible entity in the State that received funding in the previous fiscal year through a community services block grant under the CSBG program will not have its funding terminated or reduced below the proportional share of funding the entity received in the previous fiscal year unless, after providing notice and an opportunity for a hearing on the record, the State determines that cause exists for such termination or such reduction, subject to review by the Secretary. Funding letters sent to each entity indicate that contract amounts will be in accordance with percentages received in the prior year.

(c) Assurance 676(b)(10) regarding eligible entity mechanisms for allowing low-income individuals, community organizations, religious organizations, or representatives of such organizations to petition for adequate representation on the board is addressed in Section 3.12 of First State CAA's corporate by-laws. Section 3.12 states:

In the event that any group, including but not limited to the poor, feels itself inadequately represented on the Board of Directors of the Corporation, such group may petition the Board of Directors for adequate representation on this Board by following the procedures hereinafter set out:

- a. Prepare a petition bearing the signature, name and address of at least 25 persons who are over the age of 18, and residing in Delaware regardless of race religion, national origin or place of residence.
- b. Upon receipt of the petition, the Board of Directors shall instruct the Executive Committee to determine the merits of such complaint. The Executive Committee shall, within fifteen (15) days from receipt of the petition, file a report with the Secretary of the Board, including recommendations.

- c. At the next meeting of the Board of Directors following the date of filing of the committee report, the entire Board of Directors shall consider the recommendations of the Executive Committee and determine whether or not the group is adequately represented on the Board of Directors. During its deliberations, the Board shall allot time for the spokesperson of the petitioning group to present its case. The presentation may be either verbal or in writing.
- d. The Board shall then vote to determine if representation or additional representation shall be given to the petitioning group. If the petition is denied, the response to the spokesperson of the group shall include reasons in support of the Board's decision. If it is determined that additional representation is needed, then the Board shall declare and shall take steps as are necessary to implement such action, including amendment of the by-laws of the Corporation, if necessary.
- e. New representatives, so approved, shall be seated within thirty (30) days of the approval date.

The state ensures compliance by monitoring eligible entity agency by-laws, policies, and procedures for compliance with the CSBG Act.

I. Accountability and Reporting Requirements

(1) Results Oriented Management and Accountability

Assurance 676(b)(12), which states: The State and all eligible entities in the State will, not later than fiscal year 2001, participate in the Results Oriented Management and Accountability System ... has been addressed by structuring eligible entity contract work plans using the six national goals and appropriate measures since 1998. Beginning in state fiscal year 2005, the "National Indicators" for the CSBG program were also incorporated into the contract work plans. Appropriate national goals and measures are also used to structure work plans for any organizations funded through CSBG discretionary funds. The national goals, indicators, and performance measures to promote self sufficiency, family stability, and community revitalization are detailed under the first Programmatic Assurance section of this state plan for First State and its subcontractors.

CSBG supported contractors are required to report on contract work plan measures and financial expenditures monthly to the state OCS. They are also required to complete relevant sections of the CSBG Information System Survey annually. Sections include one or more of the following:

- Part I, Section D: Accomplishments and Coordination of Funds
- Part I, Section E: CSBG Expenditures by Service Category
- Part I, Section F: Other Resources Administered and Generated by the CSBG Network
- Part I, Section G: Client Characteristics
- Part II: Outcomes of Efforts; National Performance Indicators – Agency Level Forms.

These reporting requirements are specified in Appendix A of all contracts between CSBG recipients and the Delaware Department of Health and Social Services, Division of State Service Centers, Office of Community Services.

(2) Annual Report

The Annual Report for FY 2010 was submitted by March 31, 2011, in compliance with the instructions and format required by the federal Office of Community Services. The Annual Report for FY 2011 will be submitted by March 31, 2012.



STATE OF DELAWARE
OFFICE OF THE GOVERNOR
TREASURY BUILDING, SECOND FLOOR
WILLIAM PENN STREET, DEWIL, DE 19800

JACK A. MARKELL
GOVERNOR

Phone: 302.441.4100
Fax: 302.441.2775

July 28, 2011

Yolanda J. Butler, Ph.D., Acting Director
Office of Community Services
Administration for Children & Families
Department of Health and Human Services
370 L'Enfant Promenade, S.W.
Washington, D.C. 20447

Dear Dr. Butler:

As Chief Executive Officer of the State of Delaware, I designate the Department of Health and Social Services (DHSS), Division of State Service Centers (DSSC), Office of Community Services (OCS) as the administering agency in the State of Delaware for:

- the Community Services Block Grant (CSBG), Federal Catalog Number (CFDA) 93.569 and;
- the Low-Income Home Energy Assistance Program (LIHEAP), Federal Catalog Number (CFDA) 93.568

This includes administration of funds that may be allocated to these programs through supplemental funding.

I further delegate authority to Rita Landgraf, Secretary of the Delaware Department of Health and Social Services, or her designee to certify to all required statutory assurances, and to submit the annual state applications and/or plans for these programs until further notice.

Sincerely,

A handwritten signature in dark ink, appearing to read "J. Markell".

Jack A. Markell
Governor

cc: Rita Landgraf, Secretary, DHSS
Anne Farley, Director, DSSC
Robert Broesler, Senior Administrator, OCS



**Delegation Agreement Number 1
Delaware Department of Health and Social Services**

May 19, 2011
(replaces Delegation Agreement #1
dated January 24, 2003)

Divisions of the Delaware Department of Health & Social Services

This document incorporates delegation agreements between the Secretary of Delaware Department of Health and Social Services and the Division Director. The issues to be delegated appear in the following order:

- 1) Approvals of out-of-state travel requests.
- 2) Approvals of Federal funding documents
- 3) Approvals of certain contracts

I. The approvals of out-of-state travel requests.

Purpose

Pursuant to Delaware Code, Title 29, Section 7903, and the purpose of the following 3 Agreements is to delegate responsibility from the Secretary, Delaware Department of Health and Social Services to the Division Director. The purpose of the first Delegation Agreement is as follows:

The approval of routine out-of-state travel, in order to: take advantage of lower rates with early reservations; reduce time involved in processing travel requests; assure cost-effective travel; place responsibility and accountability at the lowest appropriate level.

Scope

This Agreement transfers responsibility for acting on Division travel requests with the following exceptions:

- ☐ Any travel outside the United States;
- ☐ Any travel by the Division Director.

Assurances

The Division Director agrees:

- 1) To accept full responsibility and accountability for assuring that the Division will comply with all laws, regulations, and ethical standards in authorizing travel.
- 2) To assure that any travel, authorized directly or recommended to the Secretary, Delaware Department of Health and Social Services, under the exemptions, will not exceed the funding allocated to travel in the Division's budget.
- 3) To assure that the number of employee's traveling does not adversely effect the day-to-day operations of the Division.
- 4) To assure that the approval of all staff travel requests adhere to the Statewide Travel Policy.
- 5) To bring to the attention of the Secretary, Delaware Department of Health and Social Services, any policy issues relevant to delegated authority.

2. The approval of Federal funding documents.

Purpose

Pursuant to Delaware Code, Title 29, Section 7903, the purpose of this Agreement is to delegate responsibility for approval of Division Federal funding documents from the Secretary, Delaware Department of Health and Social Services to the Division Director.

Scope

This Agreement transfers responsibility for acting on all Federal Grant applications, State Plans, Sub-Grants and related documents, including Federal Aid Master (FM) and Single Point of Contact (SPOC) forms, with the following exceptions.

- Grant Applications to support new programs, unless previously reviewed with the Secretary, DHSS.
- Continuation grants, which involve major changes in program directions or funding levels, unless previously reviewed with the Secretary, DHSS.
- Grant applications requiring a legislative public hearing and/or the Governor's signature, unless previously reviewed with the Secretary, DHSS.

Assurances

The Division Director agrees:

- 1) To take full responsibility for ensuring that all documents comply with the provisions of the Delaware law and relevant Federal regulation, as well as the provisions of the State Budget Act, as legislated year to year.

- 2) Ensure that all documents adhere to the review process and schedules established by the Delaware State Clearinghouse Committee and State Budget Office.
- 3) Provide the Secretary, DHSS, with timely notification of any policy issues relevant to the delegating authority.
- 4) Ensure that any disputes arising out of the process will be referred to the Secretary, DHSS for resolution.
- 5) Ensure that all grants are properly set up in FSF to adhere to Federal reporting and cost allocation requirements.
- 6) Provide copies of all application materials and related documents to the Division of Management Services.

3. The signing of certain contracts.

Purpose

Pursuant to Delaware Code, Title 29, Section 7903, the purpose of this Agreement is to delegate responsibility for signing of certain contracts from the Secretary, Delaware Department of Health and Social Services to the Division Director.

Scope

This Agreement transfers responsibility for signing contracts and contract amendments where the total amended contract value does not exceed \$500,000.

The following contractual arrangements are excluded from this Agreement:

- Professional service contracts for management consulting regardless of amounts. A management consultant contract pertains primarily to studies, which are conducted for the purpose of reviewing aspects of an agency's operation.
- Contracts which are for a duration of more than two years.
- Contractual arrangements with providers that replace contracts that were discontinued due to unsatisfactory performance or cost considerations.
- Contracts with existing State employees and with former State employees who have left State service within two (2) years previous to the signing of the contract.
- Contracts with individuals who are expected to perform a full-time, ongoing task similar to that of a Full-Time Equivalency (FTE).
- Contracts and Memoranda of Understanding with other State agencies outside of the Department of Health and Social Services.
- Contracts that deviate from approved boilerplate language.

The above-mentioned situations would still require submittal for the Secretary's signature utilizing the current contract review procedure.

In addition, approval must still be obtained by Information Resource Management for lease or purchase of all data processing, word processing and information systems hardware and software, as well as the related maintenance and consulting service.

Construction-related contracts, including those pertaining to professional services provided in construction projects, i.e., architects, engineers, etc. would continue to follow the procedures currently in place for agreements of that type.

Assurances

The Director agrees to:

- 1) Take full responsibility for ensuring that all contracts comply with the provisions of Delaware laws and relevant Federal regulations, the provisions of the State Budget Act, as well as the requirements of the Department of Health and Social Services Contract Procedure Manual.
- 2) Assign responsibility for managing the contract functions within the Division and notify the Division of Management Services of that assignment. Ensure that the manager has read this agreement and the Contracts Procedures Manual, and that this responsibility is reflected in that employee's Performance Plan Agreement.
- 3) Maintain contract records and perform the necessary data entry into the system established by the Division of Management Services.
- 4) Ensure that the Division's Deputy Attorney General is consulted when appropriate.
- 5) Provide the specific reasons, related to exclusions on the previous page of this document, for submitting contracts to the Secretary, through DMS, for signature.
- 6) Provide the Secretary, DHSS, timely notification of any significant change which affects these contracts, and of any problems that arise in provider relations or the provision of services.

 
Division Director Date Secretary, DHSS Date 7/12/11



LEGAL/PUBLIC NOTICE

**PUBLIC HEARING, INSPECTION
and
COMMENTS REQUESTED
on the**

**2012 COMMUNITY SERVICES BLOCK GRANT (CSBG) STATE
PLAN**

The public is hereby notified that the Delaware Department of Health and Social Services, Division of State Service Centers, Office of Community Services will hold a Public Hearing to review and receive comments on the 2012 Community Services Block Grant State Plan at the Paradise Center, University of Delaware, Rt. 113, Dover, DE (next to the Dept. of Transportation Building) on Wednesday, August 10, 2011, 1:00 p.m. – 4:00 p.m.

State Plans will also be available after July 31 2011 on the state's website www.dhss.delaware.gov/dhss/dssc and at the following locations:

Office of Community Services
Charles Debnam Building
Holloway Campus
1901 N. Dupont Highway
New Castle, DE 19720
(302) 255-9875

First State Community Action Agency
Stanford L. Bratton Building
308 North Railroad Avenue
Georgetown, DE 19947
(302) 856-7761 or (800) FSCAA-40

Blue Hen Corporate Center, Suite J4
656 Bay Road
Dover, DE 19901
(302) 674-1355

Rosehill Community Center, Room 8
19 Lambson Lane
New Castle, DE 19720
(302) 498-0454

All State Service Centers:

Claymont
3301 Green St, Claymont
788-2870

Northeast
1624 Jessup St, Wilmington
552-3500

Porter, Winder Laird
509 W. 8th St, Wilmington
577-3400

Belvedere
310 Klamensi Rd, Wilmington
995-8545

DeLaWarr
500 Rogers Rd, New Castle
577-2970

Hudson, Floyd L.
501 Oglatown Rd, Newark
283-7500

Appoquinimink
122 Silver Lake Rd, Middletown
378-5770

Smyrna
200 S. DuPont Blvd, Smyrna
514-4500

Williams, James W.
805 River Rd, Dover
857-5000

Millford Annex
13 S.W. Front St, Millford
434-7230

Bridgeville
400 Mill St, Bridgeville
337-6261

Georgetown
546 S. Bedford St, Georgetown
856-5574

Shipley, Anna C.
350 Virginia Ave, Seaford
628-2000

Laurel
440 N. Poplar St, Laurel
875-6943

Pyle, Edward W.
34314 Pyle Center Rd, Frankford
732-9501

Please write, phone, fax or e-mail comments to:

Faith Mwaura, CSBG Program
Office of Community Services
Division of State Service Centers
Charles Debnam Building
1901 N. Dupont Highway
New Castle, DE 19720

Tels: (302) 255-9691 Fax: (302) 255-4453
faith.mwaura@state.de.us

Ritchie Diana (DHSS)

From: Mwaura Faith (DHSS)
Sent: Wednesday, August 03, 2011 10:43 AM
To: Lynch Jay (DHSS)
Cc: Farley Anne (DHSS); Cannon Hansella (DHSS); Broesler Robert (DHSS); Ritchie Diana (DHSS)
Subject: CSBG Public Hearing Notice
Attachments: 2012 publichearnotice.doc

Importance: High

Good morning Jay:
Attached is the public hearing notice for the 2012 Community Services Block Grant State Plan that was sent to the News Journal and Delaware State Newspapers. The notice will run on August 7th and 8th in those papers.

The hearing will be held at the University of Delaware, Paradee Center, Rt. 113, Dover, DE (next to Dept. of Transportation Building) on Wednesday, August 10, 2011, 1:00 p.m. – 4:00 p.m.

The Plan is based on the funding amount Delaware received in 2011 which was \$3,507,970. First State Community Action Agency which was designated a statewide community action agency in 1994 is eligible to receive 90% of the funding. First State has subcontracted with other nonprofits over the years to provide services to low income communities.

I appreciate your help in spreading the word about this event via DHSS's e-mail distribution list and website. Below as per your request is approval of the notice via e-mail by our Division Director. Thank you very much.
Regards,

-----Original Message-----

From: Ritchie Diana (DHSS)
Sent: Wednesday, August 03, 2011 10:18 AM
To: Mwaura Faith (DHSS)
Subject: RE: NEWS JOURNAL AD PROOF

Faith, I am sending this to you because you may want to forward this email to Jay Lynch and let him know that it needs to be posted on the website. He needed Anne Farley's approval.

Diana M. Ritchie
Office of Community Services
1901 N. DuPont Highway
Charles Debnam Building
New Castle, DE 19720

Phone: 302-255-9875
Fax: 302-255-4463

-----Original Message-----

From: Farley Anne (DHSS)
Sent: Monday, July 18, 2011 1:47 PM
To: Ritchie Diana (DHSS)
Subject: RE: NEWS JOURNAL AD PROOF

Thank you Diana,

I approve this notice and invoice,
Anne

-----Original Message-----

From: Ritchie Diana (DHSS)
Sent: Monday, July 18, 2011 12:32 PM
To: Farley Anne (DHSS)
Subject: FW: NEWS JOURNAL AD PROOF

On behalf of Faith, I am forwarding the ad for the News Journal and invoice for the CSBG Public Hearing Notice for your review and approval.

Diana M. Ritchie
Office of Community Services
1901 N. DuPont Highway
Charles Debnam Building
New Castle, DE 19720

Phone: 302-255-9875
Fax: 302-255-4463

-----Original Message-----

From: Segner, Kristin [mailto:ksegner@delawareonline.com]
Sent: Monday, July 18, 2011 10:53 AM
To: Ritchie Diana (DHSS)
Subject: NEWS JOURNAL AD PROOF

Attached is the Ad Proof for 8/7 & 8/8/2011 Publication Dates.
Please review and let me know if any changes need to be made.
Ad WILL Publish As-Is on above Dates unless you inform me otherwise.
Thank you, Kristin

Ritchie Diana (DHSS)

From: Mwaura Faith (DHSS)
Sent: Wednesday, August 03, 2011 11:17 AM
To: 'Dhc@housingforall.org'
Cc: Farley Anne (DHSS); Cannon Hansella (DHSS); Broesler Robert (DHSS); Ritchie Diana (DHSS)
Subject: CSBG Public Hearing Notice
Attachments: 2012 publichearnotice.doc
Importance: High

Good morning:

Attached is the public hearing notice for the 2012 Community Services Block Grant State Plan that was sent to the News Journal and Delaware State Newspapers. The notice will run on August 7th and 8th in those papers.

The hearing will be held at the University of Delaware, Parade Center, Rt. 113, Dover, DE (next to Dept. of Transportation Building) on Wednesday, August 10, 2011, 1:00 p.m. – 4:00 p.m.

The Plan is based on the funding amount Delaware received in 2011 which was \$3,507,970. First State Community Action Agency which was designated a statewide community action agency in 1994 is eligible to receive 90% of the funding. First State has subcontracted with other nonprofits over the years to provide services to low income communities.

I appreciate your help in spreading the word about this event via the Delaware Housing Coalition's e-mail distribution list. If you want to edit the information please send it to me for review. Thank you very much.

Regards,

Faith M. Mwaura

Social Services Administrator
Delaware Health and Social Services
Division of State Service Centers
1901 N. Dupont Highway
Debnam Building
New Castle, DE 19720
Phone 302-255-9691
Fax: 302-255-4463
<http://dhss.delaware.gov/dhss/dssc/>

Ritchie Diana (DHSS)

From: Mwaura Faith (DHSS)
Sent: Wednesday, August 03, 2011 11:11 AM
To: PARKHILL Loretta; VOSHELL Paula
Cc: Farley Anne (DHSS); Cannon Hansella (DHSS); Broesler Robert (DHSS); Ritchie Diana (DHSS)
Subject: CSBG Public Hearing Notice
Attachments: 2012 publichearnotice.doc
Importance: High

Good morning:

Attached is the public hearing notice for the 2012 Community Services Block Grant State Plan that was sent to the News Journal and Delaware State Newspapers. The notice will run on August 7th and 8th in those papers.

The hearing will be held at the University of Delaware, Paradee Center, Rt. 113, Dover, DE (next to Dept. of Transportation Building) on Wednesday, August 10, 2011, 1:00 p.m. - 4:00 p.m.

The Plan is based on the funding amount Delaware received in 2011 which was \$3,507,970. First State Community Action Agency which was designated a statewide community action agency in 1964 is eligible to receive 90% of the funding. First State has subcontracted with other nonprofits over the years to provide services to low income communities.

I appreciate your help in spreading the word about this event via the Delaware State Housing Authority's e-mail distribution list. If you want to edit the information please send it to me for review. Thank you very much.
Regards,

Faith M. Mwaura

Social Services Administrator
Delaware Health and Social Services
Division of State Service Centers
1901 N. DuPont Highway
Debnam Building
New Castle, DE 19720
Phone 302-255-9691
Fax: 302-255-4463
<http://dhss.delaware.gov/dhss/dssc/>

Ritchie Diana (DHSS)

From: Mwaura Faith (DHSS)
Sent: Wednesday, August 03, 2011 11:06 AM
To: 'donahue@uwde.org'; Matteson, Karen'
Cc: Farley Anne (DHSS); Cannon Hansella (DHSS); Broesler Robert (DHSS); Ritchie Diana (DHSS)
Subject: CSBG Public Hearing Notice
Attachments: 2012 publichearnotice.doc
Importance: High

Good morning:

Attached is the public hearing notice for the 2012 Community Services Block Grant State Plan that was sent to the News Journal and Delaware State Newspapers. The notice will run on August 7th and 8th in those papers.

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The Plan is based on the funding amount Delaware received in 2011 which was \$3,507,970. First State Community Action Agency which was designated a statewide community action agency in 1994 is eligible to receive 90% of the funding. First State has subcontracted with other nonprofits over the years to provide services to low income communities.

I appreciate your help in spreading the word about this event via your e-mail distribution list to United Way agencies, committees and volunteers. If you want to edit the information please send it to me for review. Thank you very much.
Regards,

Faith M. Mwaura

Social Services Administrator
Delaware Health and Social Services
Division of State Service Centers
1901 N. DuPont Highway
Debnam Building
New Castle, DE 19720
Phone 302-255-9691
Fax: 302-255-4463
<http://dhss.delaware.gov/dhss/dssc/>



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

October 27, 2010

The Honorable Rita Landgraf, Secretary
Department of Health and Social Services
H150

Attention: Faith Mwaura

Dear Secretary Landgraf:

RE: SAI 10-09-07-01, Community Services Block Grant (CSBG)

The Office of Management and Budget and the State Clearinghouse Committee for Federal Aid Coordination have reviewed your request for federal funds in the amount of \$3,730,000 to be used for the above-referenced project.

The proposed use of these funds is consistent with the 2004 Delaware Strategies for State Policies and Spending. The State Clearinghouse Committee approved your request at its October 26, 2010 meeting.

Please understand that in the event of a (re)classification of the position(s) listed in your proposal, such (re)classification must follow existing personnel policies and procedures, and the Budget Act governing such action. Your department is reminded that requirements under Federal OMB Circular A-133, concerning the cost of audits of federal programs, must be taken into consideration and borne by the recipient of federal funds.

Approval of this request for federal funds should in no way be interpreted as an indication of the State's intent to provide funding for this project at any time should federal funds no longer be available.

Sincerely,

A handwritten signature in dark ink, appearing to read "Ann S. Visalli".

Ann S. Visalli
Director

DSCC Agenda

October 26, 2010

<i>Item</i>	<i>SAI</i>	<i>Time</i>	<i>Applicant</i>	<i>Project Title</i>		<i>Federal</i>	<i>State</i>	<i>Other</i>
Public Hearing								
1	<input checked="" type="checkbox"/> 2010-08-30-01	10:00 AM	DHSS/DSCCCommunity Svcs 30-12-000	Food Assistance Program (FAP)	<i>Funds Positions</i>	\$10,000,000 2,828	\$0 0.000	\$0 0.000
ARRA								
1	<input checked="" type="checkbox"/> 2010-08-17-05	10:00 AM	DOE/DE/ST&P & Trng Svcs 80-08-000	National Emergency Grant – GJT	<i>Funds Positions</i>	\$878,944 1,308	\$0 0.000	\$0 0.000
2	<input checked="" type="checkbox"/> 2010-10-05-01	10:10 AM	DOE/Board & Secretary 80-01-000	DE Early Childhood State Advisory Council – ARRA	<i>Funds Positions</i>	\$664,277 0.000	\$1,540,890 0.000	\$0 0.000
New Business								
1	<input checked="" type="checkbox"/> 2010-08-23-01	10:10 AM	EXEC/Gen. Just Council 10-07-000	FT 10: Edward Byrne Memorial Justice Assistance	<i>Funds Positions</i>	\$1,508,890 4,188	\$80,130 0.000	\$0 0.000
2	<input checked="" type="checkbox"/> 2010-08-27-02	10:20 AM	EXEC/Gen. Just Council 10-07-000	FT 2010 Capital Case Litigation Training Program	<i>Funds Positions</i>	\$194,821 0.000	\$0 0.000	\$0 0.000
3	<input checked="" type="checkbox"/> 2010-09-29-01	10:20 AM	DTI 11-08-000	School Improvement Technology Switch Replacement	<i>Funds Positions</i>	\$100,000 0.000	\$13,750 0.000	\$0 0.000
4	<input checked="" type="checkbox"/> 2010-08-24-02	10:30 AM	OTHER ELECTIVE/Insurance Com 12-00-000	Delaware Consumer Assistance Program	<i>Funds Positions</i>	\$120,861 1.000	\$21,000 0.000	\$0 0.000
5	<input checked="" type="checkbox"/> 2010-08-23-08	10:30 AM	DHSS/DPHCommunity Health 35-08-000	Personal Responsibility Education Program (PREP)	<i>Funds Positions</i>	\$250,000 0.000	\$0 0.000	\$0 0.000
6	<input checked="" type="checkbox"/> 2010-09-01-02	10:40 AM	DHSS/DPHCommunity Health 35-08-000	ACA Supplemental Funding for Healthy Communities	<i>Funds Positions</i>	\$54,554 0.000	\$0 0.000	\$0 0.000

☒ Requires the attendance of the Cabinet Person

Wednesday, October 26, 2010

Page 1 of 3

Available on the internet at: <http://budget.delaware.gov/forecasting/forecast/program.cfm>

Item	SAI	Time	Applicant	Project Title		Federal	State	Other
7	<input checked="" type="checkbox"/> 2010-09-07-01	10:45 AM	DHSS/DESC/Community Svcs 25-12-800	Community Services (Book Grant) (CSBG)	Funds Positions	\$3,135,000 1,500	\$0 0.000	\$0 0.000
8	<input checked="" type="checkbox"/> 2010-09-27-01	10:50 AM	DHSS/Services for Aging 25-14-801	Medicare Improvements for Patients & Providers Act	Funds Positions	\$37,744 0.000	\$0 0.000	\$0 0.000
9	<input checked="" type="checkbox"/> 2010-09-06-01	10:55 AM	DNREC/Natural Resources/Fish & 40-03-800	Conservation of Tidal Marsh Banks	Funds Positions	\$208,171 0.018	\$4,077 0.018	\$10,000 0.000
10	<input checked="" type="checkbox"/> 2010-09-23-05	11:00 AM	DNREC/Natural Resources/Fish & 40-03-800	Delaware WMB's Action Plan Review and Revision	Funds Positions	\$493,079 0.308	\$194,380 0.308	\$0 0.000
11	<input checked="" type="checkbox"/> 2010-09-24-01	11:05 AM	DNREC/Natural Resources/Fish & 40-03-800	Seagulls in the Mid-Atlantic Region	Funds Positions	\$1,078,088 0.478	\$8,244 0.003	\$129,710 0.000
12	<input checked="" type="checkbox"/> 2010-12-09-03	11:10 AM	DOT/Div. of Motor Vehicles, Admin 55-11-810	Commercial Driver's License Information System	Funds Positions	\$488,800 0.008	\$120,000 0.008	\$0 0.000
13	<input checked="" type="checkbox"/> 2010-09-14-02	11:15 AM	DOT/Div. of Motor Vehicles, Admin 55-11-810	FY 10 Driver License Security Grant Program	Funds Positions	\$651,877 0.008	\$0 0.008	\$0 0.000
14	<input checked="" type="checkbox"/> 2010-09-09-03	11:30 AM	HSD/USPS/Post Progs & Res 90-03-805	Center for Detection of Obscured Objects	Funds Positions	\$5,086,800 0.006	\$0 0.000	\$323,678 0.000
15	<input type="checkbox"/> 2010-09-21-17		CAEL/JPR/ABU/USPS 10-07-801	FY 10 POCB R&E W&S S&S S&S P&S&S	Funds Positions	\$157,300 0.002	\$75,888 0.006	\$18,831 0.000
16	<input type="checkbox"/> 2010-09-22-02		LEGAL/Attorney General 15-01-801	FY 10 VOCA Victim Compensation Formula	Funds Positions	\$803,000 0.000	\$0 0.000	\$0 0.000
17	<input type="checkbox"/> 2010-10-11-01		DHSS/Public Health 30-08-800	Health Facilities Licensing and Certification	Funds Positions	\$261,829 3.808	\$280,805 5.790	\$0 0.000
18	<input type="checkbox"/> 2010-09-12-02		DHSS/DPHC/Community Health 30-08-820	Adult Viral Hepatitis Prevention Coordinator	Funds Positions	\$96,800 1.000	\$0 0.000	\$0 0.000
19	<input type="checkbox"/> 2010-09-12-03		DHSS/DPHC/Community Health 30-08-820	Comprehensive STD Prevention System Projects	Funds Positions	\$176,339 5.000	\$1,216,272 17.250	\$0 0.000

☒ Represents the attendance of the Contact Person

Wednesday, October 13, 2010

Available on the Internet at: <http://budget.delaware.gov/doingbusiness/doingbusiness.cfm>

Page 2 of 3

COMMUNITY SERVICES BLOCK GRANT **CONTRACT LIST**

As of August 1, 2011

First State Community Action Agency

\$ 3,028,173

Bernice M. Edwards, Executive Director

Stanford L. Bratton Building

Box 877

308 North Railroad Avenue

Georgetown, DE 19947

(302) 856-7761 or (800) FSCAA-40 FAX: (302) 856-2599

Blue Hen Corporate Center

Suite J4

655 Bay Road

Dover, DE 19901

(302) 674-1355 FAX: (302) 674-5229

Rosehill Community Center

Room 8

19 Lambson Lane

New Castle, DE 19720

(302) 498-0454 FAX: (302) 575-1409

CSBG supports the management and many of the direct services of First State Community Action Agency, a private non-profit based in Sussex County that serves Delaware's three counties in partnership with non-profits in New Castle and Kent Counties. CSBG supports or supplements all services and activities of First State CAA, including:

▪ Community Based

- Cape Henlopen After School Homework Program
- La Casita Education Program
- Richard Allen After School , Georgetown Summer Camp, and All Stars Programs
- Community Based – Walkers Mill and Polly Branch After School Program

▪ Community Development

- Community needs assessments
- Community organizing and event planning
- Strategic planning
- Leadership training
- Advocacy
- Resource development and management
- Access to services
- La Casita Outreach

- **Employment and Training**
 - Culinary Arts for high school students (“Now We’re Cooking”)
 - Adult Culinary Training
 - Senior Community Service Employment Program
 - Senior Companion Program
- **Family Resource Development**
 - Comprehensive Case Management
 - Promoting Safe and Stable Families referrals
 - First State’s Re-entry Program
 - Crisis Assistance referrals
 - Other referral sources
 - Promoting Safe and Stable Families
 - Emergency Services (Food Closet & Emergency Assistance)
 - Career Closet
- **Housing**
 - Pre-Purchase Program
 - Reverse Mortgage
 - Default Counseling
 - Credit Counseling
 - Financial Literacy and IDA Program
 - Income Tax Preparation Program
- **Weatherization**
- **Transportation**
- **Administration and Operations**
 - Secretarial / Receptionist Support
 - Board Responsibilities
 - Financial Management
 - Human Resources
 - Information Technology
 - Grants Writing and Fundraising
 - Facilities Maintenance
 - Vehicle Maintenance
 - Public Relations & Marketing

FIRST STATE COMMUNITY ACTION AGENCY'S SUBCONTRACTORS

Subcontractors provide comprehensive case management services to persons who are motivated to develop and implement action plans to become economically viable.

Latin American Community Center

\$ 85,000

Maria Matos, Executive Director
403 N. VanBuren Street
Wilmington, DE 19805
(302) 655-7338 FAX: 655-7334

2.0 FTE bilingual Family Resource Coordinators work with 100 adults in New Castle County.

Ministry of Caring, Inc.

\$255,000

Brother Ronald Giannone, O.F.M. Cap.
Executive Director
506 North Church Street
Wilmington, DE 19801-4812
(302) 652-5523 FAX: 652-1919

John Teoli, Deputy Director
Sacred Heart Administration
903 N. Madison Street, Wilmington, DE 19801-1439
(302) 888-1420 FAX: 594-9450

6.5 FTE Family Resource Coordinators work with 300 adults in New Castle County.

People's Place II, Inc.

\$168,698

Del Failing, Executive Director
1129 Airport Road
Milford, DE 19963
(302) 422-8033 FAX: 422-8050

4.2 FTE Family Resource Coordinators work with 210 adults in Kent County.

Sojourners' Place, Inc.

\$37,480

Rick Purnell, Executive Director
2901 Northeast Blvd.
Wilmington, DE 19802
(302) 764-4713 FAX: 764-4803

1.0 FTE staff work with 50 Sojourners' Place residents.

West End Neighborhood House

\$105,610

Paul F. Calistro, Jr., Executive Director
710 N. Lincoln Street
Wilmington, DE 19805
(302) 658-4171 FAX: 888-5314

2.0 FTE Family Resource Coordinators work with 110 New Castle County residents.

Neighborhood House, Inc

\$ 50,000

Veronica Oliver, Executive Director
1218 B Street
Wilmington, DE 19801
(302) 652-3928 FAX: (302) 652-3983

1.0 FTE Family Resource Coordinator will work with 125 New Castle County residents.

Catholic Charities

\$ 80,000

Mrs. Richelle Vible, Executive Director
2601 West 4th Street
Wilmington, DE 19805
(302) 655-9624 FAX: (302) 655-9721

1.5 FTE Family Resource Coordinator will work with 125 New Castle County & Kent residents.

Connections CSP

\$ 68,748

Catherine Devaney McKay
500 W. 10th Street
Wilmington, DE 19801
(302) 230-9103 FAX: (302) 984-3324

1.5 FTE Family Resource Coordinator will work with 125 New Castle County & Kent residents.

Emergency/Transitional Housing Operations

\$129,000

First State CAA provides \$129,000 in CSBG funds to supplement operating costs for emergency/transitional housing programs, as mandated by the Joint Finance Committee of the General Assembly. The Office of Community Services contracts funds with one or more organizations that share in \$1,593,900 in state funds and that already report to First State as case management subcontractors.

DISCRETIONARY CSBG & STATE COMMUNITY FOOD SERVICES

La Esperanza

\$48,599

Zaida Guajardo, Executive Director
216 North Race Street
Georgetown, DE 19947
(302) 854-9262 FAX: 854-9277

CSBG discretionary funds support one FTE Family Development Worker to provide access to a range of community services for immigrant Hispanics and other low-income persons in Sussex County that have language and transportation barriers.

Neighborhood House, Inc.

\$ 49,368

Veronica Oliver, Executive Director
1218 B Street
Wilmington, DE 19801
(302) 652-3928 FAX: 652-3983

Neighborhood House – Middletown Branch

219 West Green Street, Middletown, DE 19709
(302) 378-7217 FAX: 378-7277

CSBG discretionary program supports housing counseling and crisis assistance service workers - a total of one FTE in the Middletown-Odessa-Townsend service area.

Catholic Charities, Inc./ Casa San Francisco

\$ 25,770

Richelle Vible, Executive Director
2601 West 4th Street
Wilmington, DE 19805
(302) 655-9624 or 674-1600 FAX: 655-9753

William Post, Director, Casa San Francisco
127 Broad Street
P.O. Box 38
Milton, DE 19968
(302) 684-8708 FAX: 684-2808

State funds provides staff for cooperative food clubs that enable 300+ low-income households to access food bank product on a regular basis.

Food Bank of Delaware

\$ 104,030

Patricia D. Beebe, President/CEO
14 Garfield Way, Delaware Industrial Park
Newark, DE 19713
(302) 292-1305 FAX: 292-1309

Milford Branch

1040 Mattlind Drive, Milford Industrial Park
Milford, DE 19963
(302) 424-3301 FAX: 424-4160

State funds (\$104,030) provide supplemental funding to pay for food orders placed by nonprofit member agencies that operate emergency food programs. The Food Bank may also be reimbursed directly by the Division of State Service Centers with federal CSBG discretionary funds for emergency food supplies delivered to State Service Centers in all three counties.

CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form – LLL, “Disclosure Form to Report Lobbying,” in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Statement for Loan Guarantees and Loan Insurance

The undersigned states, to the best of his or her knowledge and belief, that:

If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form – LLL, “Disclosure Form to Report Lobbying,” in accordance with its instructions. Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Signature: _____ Date: _____

Title: _____ Division Director

Organization: _____ Division of State Service Centers

CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

Certification Regarding Drug-Free Workplace Requirements (Instructions for Certification)

1. By signing and/or submitting this application or grant agreement, the grantee is providing the certification set out below.
2. The certification set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. If it is later determined that the grantee knowingly rendered a false certification, or otherwise violates the requirements of the Drug-Free Workplace Act, the agency, in addition to any other remedies available to the Federal Government, may take action authorized under the Drug-Free Workplace Act.
3. For grantees other than individuals, Alternate I applies.
4. For grantees who are individuals, Alternate II applies.
5. Workplaces under grants, for grantees other than individuals, need not be identified on the certification. If known, they may be identified in the grant application. If the grantee does not identify the workplaces at the time of application, or upon award, if there is no application, the grantee must keep the identity of the workplace(s) on file in its office and make the information available for Federal inspection. Failure to identify all known workplaces constitutes a violation of the grantee's drug-free workplace requirements.
6. Workplace identifications must include the actual address of buildings (or parts of buildings) or other sites where work under the grant takes place. Categorical descriptions may be used (e.g., all vehicles of a mass transit authority or State highway department while in operation, State employees in each local unemployment office, performers in concert halls or radio studios).
7. If the workplace identified to the agency changes during the performance of the grant, the grantee shall inform the agency of the change(s), if it previously identified the workplaces in question (see paragraph five).
8. Definitions of terms in the Non-procurement Suspension and Debarment common rule and Drug-Free Workplace common rule apply to this certification. Grantees' attention is called, in particular, to the following definitions from these rules:

Controlled substance means a controlled substance in Schedules I through V of the Controlled Substances Act (21 U.S.C. 812) and as further defined by regulation (21 CFR 1308.11 through 1308.15);

Conviction means a finding of guilt (including a plea of nolo contendere) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violations of the Federal or State criminal drug statutes;

Criminal drug statute means a Federal or non-Federal criminal statute involving the manufacture, distribution, dispensing, use, or possession of any controlled substance;

Employee means the employee of a grantee directly engaged in the performance of work under a grant, including: (i) All direct charge employees; (ii) All indirect charge employees unless their impact or involvement is insignificant to the performance of the grant; and, (iii) Temporary personnel and consultants who are directly engaged in the performance of work under the grant and who are on the grantee's payroll. This definition does not include workers not on the payroll of the grantee (e.g., volunteers, even if used to meet a matching requirement; consultants or independent contractors not on the grantee's payroll; or employees of subrecipients or subcontractors in covered workplaces).

Certification Regarding Drug-Free Workplace Requirements

Alternate I. (Grantees Other Than Individuals)

The grantee certifies that it will or will continue to provide a drug-free workplace by:

(a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;

(b) Establishing an ongoing drug-free awareness program to inform employees about --

- 1) The dangers of drug abuse in the workplace;
- 2) The grantee's policy of maintaining a drug-free workplace;
- 3) Any available drug counseling, rehabilitation, and employee assistance programs; and
- 4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;

(c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);

(d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will --

- 1) Abide by the terms of the statement; and
- 2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;

(e) Notifying the agency in writing, within ten calendar days after receiving notice under paragraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

(f) Taking one of the following actions, within 30 calendar days of receiving notice under paragraph (d)(2), with respect to any employee who is so convicted –

- 1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
- 2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;

(g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e) and (f).

(h) The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant:

Place of Performance (Street address, city, county, state, zip code)

1901 N. Dupont Highway, Charles Debnam Building

New Castle, Delaware 19720

Check **X** if there are workplaces on file that are not identified here.

This certification is required by the regulations implementing the Drug-Free Workplace Act of 1988: 45 CFR Part 76, Subpart, F. Sections 76.630(c) and (d)(2) and 76.645(a)(1) and (b) provide that a Federal agency may designate a central receipt point for STATE-WIDE AND STATE AGENCY-WIDE certifications, and for notification of criminal drug convictions. For the Department of Health and Human Services, the central pint is: Division of Grants Management and Oversight, Office of Management and Acquisition, Department of Health and Human Services, Room 517-D, 200 Independence Avenue, SW Washington, DC 20201.

Signature: _____ Date: _____

Title: Division Director

Organization: Division of State Service Centers

**CERTIFICATION REGARDING DEBARMENT, SUSPENSION
AND OTHER RESPONSIBILITY MATTERS**

Certification Regarding Debarment, Suspension, and Other Responsibility Matters--Primary Covered Transactions

Instructions for Certification

- 1) By signing and submitting this proposal, the prospective primary participant is providing the certification set out below.
- 2) The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
- 3) The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.
- 4) The prospective primary participant shall provide immediate written notice to the department or agency to which this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
- 5) The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.
- 6) The prospective primary participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency entering into this transaction.
- 7) The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," provided by the department or agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

- 8) A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Non-procurement Programs.
- 9) Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
- 10) Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

Certification Regarding Debarment, Suspension, and Other Responsibility Matters--Primary Covered Transactions

- 1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
 - (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;
 - (b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - (c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
 - (d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
- 2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered Transactions

Instructions for Certification

- 1) By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.
- 2) The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
- 3) The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.
- 4) The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
- 5) The prospective lower tier participant agrees by submitting this proposal that, [[Page 33043]] should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
- 6) The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled ``Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
- 7) A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.
- 8) Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

- 9) Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

Certification Regarding Debarment, Suspension, Ineligibility an Voluntary Exclusion--Lower Tier Covered Transactions

- 1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- 2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Signature: _____ Date: _____

Title: _____ Division Director

Organization: Division of State Service Centers

CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

Public Law 103227, Part C Environmental Tobacco Smoke, also known as the Pro Children Act of 1994, requires that smoking not be permitted in any portion of any indoor routinely owned or leased or contracted for by an entity and used routinely or regularly for provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity. By signing and submitting this application the applicant/grantee certifies that it will comply with the requirements of the Act.

The applicant/grantee further agrees that it will require the language of this certification be included in any subawards which contain provisions for the children's services and that all subgrantees shall certify accordingly.

Signature: _____ Date: _____

Title: _____ Division Director

Organization: Division of State Service Centers

2011 Poverty Guidelines

Updated and published by the Department of Health and Human Services,
in the Federal Register on January 20, 2011

<http://www.hhs.gov/poverty/11poverty.html>

Family Size	100% Poverty Level	Monthly Equivalent	125% Poverty Level	Monthly Equivalent
1	10,890	908	13,613	1,134
2	14,710	1,226	18,388	1,532
3	18,530	1,544	23,163	1,930
4	22,350	1,863	27,938	2,328
5	26,170	2,181	32,713	2,726
6	29,990	2,499	37,488	3,124
7	33,810	2,818	42,263	3,522
8	37,630	3,136	47,038	3,920
9 or more	add \$3,820 for each additional member			

Family Size	150% Poverty Level	Monthly Equivalent	200% Poverty Level	Monthly Equivalent
1	16,335	1,361	21,780	1,815
2	22,065	1,839	29,420	2,452
3	27,795	2,316	37,060	3,089
4	33,525	2,794	44,700	3,726
5	39,255	3,271	52,340	4,362
6	44,985	3,749	59,980	4,999
7	50,715	4,226	67,620	5,635
8	56,445	4,704	75,260	6,272
9 or more	add \$3,600 for each additional member			